

# annualreport

2010 - 2011

## Esther shines at South Tyrone!

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New CT Scanner  
for Daisy Hill  
Hospital

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New Dress Code  
for Trust Staff

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Eileen 'putt' back on course  
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Improving maternity services  
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Behind the scenes  
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## Comments

If you have any comments about this report or would like extra copies please **telephone** 028 3861 3954.

## Different formats

This report can be made available on request in large print, on disk, via email, in Braille, on audiocassette or in minority languages for anyone not fluent in English. **Telephone:** 028 3861 3954.

# Message from Chair and Chief Executive

## Message from Roberta Brownlee, Chair and Mairead McAlinden, Chief Executive

The health and social care needs of people living in the Southern area are changing – people are living longer, their expectations of our services are rightly high, demand for services is increasing and the costs of care are rising. It is a constant challenge for the Trust to balance the needs for our services with the difficult financial environment we all now face. Despite this, the Southern Trust remains committed to improving services for patients and clients.

The Trust has clear priorities which guide everything that we do. These are:-

- Providing safe high quality care
- Maximising independence and choice for our patients and clients
- Supporting people and communities to live healthy lives and improve their health and wellbeing
- Being a great place to work, valuing our staff
- Making best use of resources
- Being a good social partner within our communities.

Throughout this report you can read about:-

- How we are meeting these priorities
- The achievements of our staff
- Service developments
- The personal experiences of some people who use our services.

We are proud that our work is at the forefront of the drive to reduce hospital acquired infections. In the past year we welcomed visitors from across Europe to learn about how we have reduced infections in the Intensive Care Unit at Craigavon Area Hospital. The visitors are now developing protocols for hospitals throughout Europe to introduce the same practice that has been working successfully in Craigavon for the last four years. (Page 8)

Trust staff are committed to maximising independence for patients and clients. Following a stroke, avid golfer Eileen Murphy (85) was admitted to Daisy Hill Hospital. The stroke left her with weakness in her hand and arm. Occupational Therapists used a games console to support Eileen's rehabilitation and it wasn't long before her movement, power and co-ordination improved and she was back on the local driving range. (Page 17).

Another example of how we are helping people maintain their independence is by bringing specialist monitoring technology to patients in their own homes. Patients with heart and respiratory conditions, diabetes

and those who have suffered a stroke can have their pulse, blood pressure and body weight, tested at home on a daily basis and monitored centrally. This is a prime example of how technology can enable growing numbers of people to live at home while having their conditions safely managed. (Page 21)

Improving your health and wellbeing is a key priority for us and one example of this is how we highlighted the contribution that an emotional relationship with food can lead to some incidences of obesity. (Page 32)

Our staff are our most important asset. If you use our services you will meet domiciliary care staff, doctors, nurses, social workers and others on the frontline. But there are many staff working hard round the clock behind the scenes to make sure we deliver high quality care. You can read about this on page 35.

John Donne once said "no man is an island" and many of our successes have been achieved by working with partners in our community. The launch of the new bus route at Daisy Hill Hospital is a good example. The Trust joined forces with Newry and Mourne Council to lobby for this new route and worked in partnership with Translink, Road Service and others to deliver this important service for local people. (Page 25)

We also joined forces with a wide range of partners to hold our own version of Strictly Come Dancing for people with learning disabilities. Staff from the NIFRS, NIAS, Armagh Council, PSNI, SELB and the Trust paired up with eight adults with learning disabilities to dance the night away. (Page 24)

As ever we are grateful to the many thousands of you who took the time to thank our staff for the care and compassion they show every day. We are also grateful to everyone who volunteers for the Trust and to our community, voluntary, statutory and private sector partners in care.



Mrs Roberta Brownlee

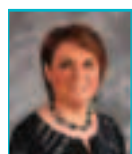


Mrs Mairead McAlinden





# Who's who in the Trust Board



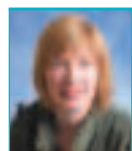
## Mrs Roberta Brownlee

*Chair*

**From:** 07 March 2011

**Tel:** 028 3861 3953

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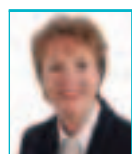


## Mrs Elizabeth Mahood

*Interim Chair*

**From:** 01 February 2011

**Until:** 06 March 2011



## Mrs Anne Balmer

*Chairman*

**Until:** 31 January 2011

## Executive Directors



## Mrs Mairead McAlinden

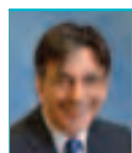
*Chief Executive*

**Appointed:** 01 November 2010

**Acting from:** 01 September 2009

**Tel:** 028 3861 3960

[Mairead.McAlinden@southerntrust.hscni.net](mailto:Mairead.McAlinden@southerntrust.hscni.net)



## Mr Stephen McNally

*Director of Finance and Procurement*

**Appointed:** 01 March 2011

**Acting from:** 01 September 2009

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## Mr Brian Dornan

*Director of Children and Young People's Services / Executive Director of Social Work*

**Until:** 28 February 2011



## Mr Paul Morgan

*Director of Children and Young People's Services / Executive Director of Social Work*

**From:** 01 March 2011

**Tel:** 028 3839 8347

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## Dr Patrick Loughran

*Medical Director*

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## Mr Francis Rice

*Director of Mental Health and Disability Services / Executive Director of Nursing*

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## Non Executive Directors



Mrs Deirdre Blakely



Mr Edwin Graham



Mr Alistair Joynes



Mrs Hester Kelly

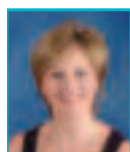


Mrs Elizabeth Mahood



Dr Raymond Mullan

## Trust Directors



## Mrs Paula Clarke

*Director of Performance and Reform*

**Appointed:** 01 March 2011

**Acting from:** 01 September 2009

**Tel:** 028 3861 3945

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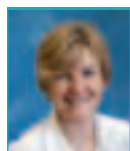


## Mr Kieran Donaghy

*Director of Human Resources and Organisational Development*

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## Mrs Angela McVeigh

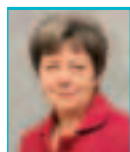
*Director of Older People and Primary Care*

**Appointed:** 01 March 2011

**Acting from:** 01 December 2009

**Tel:** 028 3861 3979

[Angela.McVeigh@southerntrust.hscni.net](mailto:Angela.McVeigh@southerntrust.hscni.net)



## Dr Gillian Rankin

*Director of Acute Services*

**Appointed:** 01 January 2011

**Acting from:** 01 December 2009

**Tel:** 028 3861 2510

[Gillian.Rankin@southerntrust.hscni.net](mailto:Gillian.Rankin@southerntrust.hscni.net)

A declaration of Board members' interests has been completed and is available on request from the Chief Executive's office, Trust Headquarters, College of Nursing, Craigavon Area Hospital, 68 Lurgan Road, Portadown, BT63 5QQ. Telephone 028 3861 3960.

The Chief Executive has confirmed that there is no relevant audit information of which the Trust's auditors are unaware. A full statement of internal control is available from the Chief Executive's office.

# Directors' Report

**The Southern Health and Social Care Trust was formed on 1 April 2007 and is responsible for the services which were formerly delivered by four Trusts, namely Armagh and Dungannon Trust; Craigavon and Banbridge Community Trust; Craigavon Area Hospital Group Trust and Newry and Mourne Trust.**

## Location and type of facilities provided



The Trust provides health and social care services to the council areas of Armagh, Banbridge, Craigavon, Dungannon and South Tyrone and Newry and Mourne.

The Trust provides a wide range of hospital, community and primary care services. Main in-patient hospital services are located at Craigavon Area Hospital and Daisy Hill Hospital. Working in collaboration with GPs and other agencies, staff deliver locally based services in Trust premises, in people's own homes and in the community. The Trust purchases some services including domiciliary, residential and nursing care from independent and community/voluntary agencies.

## Population

Age	Population
Under 16	83,018
16-59	215,396
60+	65,580
<b>Total Population</b>	<b>363,994</b>

## Expenditure

In 10/11 the Trust incurred expenditure of £522 million.

## Staff profile

The Trust employs approximately 13,000 staff with over 74% of staff providing direct hands on care to patients and clients. Management costs accounted for 4.05% of income in 2010/11. The sickness and absenteeism rate for the Trust is 4.92%.

## Our Vision

To deliver safe high quality health and social care services, respecting the dignity and individuality of all who use them.

## Our Values

**We will:-**

- Treat people fairly and with respect
- Be open and honest and act with dignity
- Put patients, clients, carers and community at the heart of all we do
- Value staff and support their development to improve our care
- Embrace change for the better
- Listen and learn.

You can read about our priorities on page 3 and throughout this report.

## Protecting personal information

The Personal Data Guardian, the Trust's Medical Director ensures compliance with the Data Protection Act 1998; the Code of Practice on Protecting the Confidentiality of Service User Information and the Caldicott recommendations. Incidents relating to data loss, breaches of confidentiality, the insecure disposal of information and any other incident where patient identifiable information may have been at risk, are reported to the Personal Data Guardian and appropriate action is taken.

The Southern Trust had one information breach which warranted reporting to the Information Commissioner for the period 1 April 2010 to 31 March 2011.

Staff are trained and encouraged to report all incidents to ensure that the Trust can investigate the reason for an incident occurring and take measures to prevent similar incidents happening again.

Example of actions taken to increase security of confidential information during this period include:

1. Robust Data Protection & ICT security policies, procedures and guidance
2. Encryption of all laptops which are used to process patient identifiable information
3. Issue of encrypted memory sticks to appropriate staff
4. Roll out of e-learning training and awareness programme for all staff (mandatory)
5. Directive issued by senior management re use of passwords, memory sticks
6. Guidance on data breaches.

# Management commentary part one

## Achievement of ministerial priorities - Trust on target

All aspects of Trust business are closely monitored. This enables us to ensure that all our services are running smoothly and on target. It also provides an early warning if something is not on track.

Every week the Trust's senior management team scrutinises detailed information about a wide range of areas such as:-

- Time patients wait to be seen in A&E
- How long patients wait to receive their first outpatient assessment
- Turnaround time for diagnostic tests
- Infection rates and hospital cleanliness
- Patient and clients' views.

Our performance reports also go to monthly public Trust Board meetings. Papers are published on our website: - [www.southerntrust.hscni.net](http://www.southerntrust.hscni.net) - so everyone can keep a close eye on how we are doing. This level of performance management helps us to ensure that what we do is safe, that we are making best use of our resources and meeting targets which are there to benefit patients and clients.

During 2010/2011 the Trust continued to further develop and improve many important services. Our dedicated staff also worked hard to meet targets designed to ensure better access to high quality services. Key achievements included:-

- 8 out of 10 patients attending A&E departments were treated and admitted or discharged within 4 hours
- No patients waited longer than 9 weeks for a diagnostic test
- All but 4 patients were seen within 13 weeks for inpatient or daycase treatment (excludes 8 specialties)
- 96% of patients who were ready to go home when their hospital treatment was complete were discharged within 48 hours
- Every older person with continuing care needs had their assessment carried out within 8 weeks
- Resettlement of adults with learning disability continued with 23 people resettled during the year in line with the Bamford Report recommendations.

## Southern Trust facts and figures 2010/11

The Trust spends nearly £1.43 million per day delivering services to local people.

During the past year:-

- There were a total of 6117 births in the Southern Trust. There were 4022 births in Craigavon Area Hospital and 2095 in Daisy Hill Hospital.
- 77,162 people attended Craigavon Area Hospital Emergency Department and 39,126 attended Daisy Hill Hospital Emergency Department.
- A total of 27,659 people received treatment at the Minor Injuries Units across the Southern Trust. Of these, 18,821 received treatment at the Minor Injuries Unit at South Tyrone Hospital, 6,440 at the Minor Injuries Unit in Armagh Community Hospital and 2,396 attended the Minor Injuries Unit at Mullinure Hospital.
- The Trust received 11,719 child care referrals.
- The GP Out of Hours service received 118,673 telephone calls:
  - A GP was able to provide healthcare advice over the telephone for 118,265 of these calls.
  - Advice from a GP meant that 60,631 service users did not require an appointment.
  - The Out of Hours centres at Daisy Hill, South Tyrone, Mullinure, Craigavon and Kilkeel provided 53,405 patient appointments.
  - A further 6,887 home visits were undertaken by GPs across the Trust area.
  - In addition to this 399 Trust patients chose to attend the Out of Hours centre in Castleblayney through the CAWT cross border project.
- The Trust provides domiciliary care to approximately 5,500 people.
- The Trust facilitates the transport of 916 people each day into Day Centres (554 are on fleet buses and 362 travel on a mix of private coaches, minibuses, taxis and volunteer drivers).
- There were 297,990 outpatient attendances and of these there were:
  - 97,799 new attendances
  - 200,191 review attendances.
- There were 63,002 inpatient attendances and of these:
  - 7,817 were elective
  - 55,185 were non-elective.
- There was a total of 25,073 daycases.



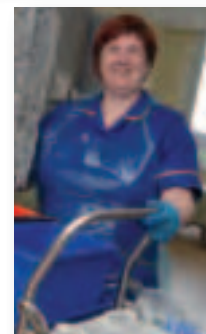
# Providing safe high quality care

## Infection prevention and control

### Lowest infection rates in UK

**The tireless focus on Infection Prevention and Control has ensured that Southern Trust hospitals have some of the lowest infection rates in the UK, for example:**

- C diff rate is the lowest not only in Northern Ireland but also lower than all comparable sized hospitals in England for 2010 (per 10,000 admissions for large acute hospitals)
- Lowest MSSA rate within Northern Ireland for 10/11
- The second lowest MRSA rate within Northern Ireland for 10/11.



Domestic services staff like Esther McIlhatton make a vital contribution to infection prevention and control in Trust facilities. Esther is based in South Tyrone Hospital

### Award for Infection Control Strategy



**The Trust's Infection Prevention and Control communications strategy has been recognised at two prestigious awards events.**

The strategy, which includes the vibrant 'Clean Hands, Safe Hands' signage, was the winner in the Best Marketing Initiative category at the Greater Newry Business Awards and was runner up in the Healthcare category of the Chartered Institute of Public Relations awards in London.

Chief Executive Mairead McAlinden said: *"This campaign has played a vital role in our drive to reduce infection by raising awareness of important messages about hand hygiene, dress code and visiting times amongst patients, visitors and staff. The strategy was one of a number of measures used by the Trust in the past year which led to a 75% reduction in the number of cases of C difficile. We hope that the campaign will continue to act as a reminder that infection prevention is everyone's responsibility."*



### Trust shares best practice with Europe



**The Southern Trust's innovative approach to driving down hospital acquired infections in the Intensive Care Unit at Craigavon Area Hospital is being used to develop good practice guidelines for hospitals throughout Europe.**

The Trust is part of the 'Implement' project – which takes a European-wide approach to improving infection control in health care across Europe. The Trust recently hosted visitors from Malta and Croatia to a study day looking at how the Trust had reduced infection rates in ICU for critically ill patients.

The clinical teams from Malta and Croatia teamed up with medical and nursing staff at Craigavon to look at how the new systems had been implemented, and will now work towards developing protocols for hospitals throughout Europe to help introduce the same practice that has been working successfully in Craigavon for the last four years.



Members of the visiting team with Mairead McAlinden, Chief Executive; Dr Nizam Damani, Clinical Director, Infection Prevention and Control; Dr Gillian Rankin, Director of Acute Services; Colin Clarke, Lead Nurse, Infection Prevention and Control Nurse and Dr Patrick Loughran, Medical Director

*"Our patient safety initiative has substantially reduced the number of infections associated with the use of Central Vascular Catheters in Craigavon's ICU giving our Trust as one of the lowest infection rates in the world,"* explained Dr Nizam Damani, Clinical Director of Infection Prevention and Control for the Southern Trust and a member of the EU 'Implement' project Advisory Board.

*"Our work is recognised as being at the forefront of the drive to reduce hospital acquired infections, particularly in ill, vulnerable patients and we are pleased to be able to share our learning with colleagues from across Europe."*

Dr Michael A Borg, Head of the visiting Team and Lead Infection Control Consultant, Mater Dei Hospital, Malta, praised the work of the Craigavon staff: *"We have been very impressed with the work we've seen at Craigavon."*



# Providing safe high quality care

## Hospital visiting times

**The Trust is asking patients and visitors to help staff to provide the best care that they can by respecting our designated hospital visiting times and visiting guidelines.**

Trust Medical Director, Dr Patrick Loughran says:



*"Our visiting times policy has been developed to give patients rest and recuperation and to allow staff protected time and space to provide the care and treatment that patients need for recovery."*

The Trust's visiting guidelines include:

- Visitors are asked to wash their hands/use the alcohol hand rub on entering and leaving the ward
- Restrict visitors to a maximum of two at any one time

- Patients are encouraged to have a clear locker top to allow surfaces to be easily cleaned
- Don't bring unnecessary items, flowers or food into the hospital
- Children under the age of 13 should be accompanied by an adult
- Visitors are asked not to sit on the bed or touch wounds, drips or drains
- People are urged not to visit if they or someone in their household has symptoms of cold, flu, vomiting or diarrhoea.

The Trust is also appealing to visitors not to bring food or drinks from hospital dining rooms or coffee bars on to wards. Visiting times are displayed on posters around the hospitals and at ward entrances.

The visiting policy is available on the Trust website [www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)

## Local woman thanks medics for saving her life

**A Killeavy woman spoke to UTV of her gratitude to the paramedics and medical teams at Daisy Hill and Craigavon Hospitals for saving her life in September 2010.**

Annette Breen-Mallon, 32, was collecting her son from play school when she collapsed following a cardiac arrest. The paramedics arrived on the scene within minutes and got her on the defibrillator straight away.

Annette was then rushed to Daisy Hill Hospital where a team of medics were on standby. Mr Conor O'Toole, an A&E Consultant at Daisy Hill explained what happened next:



*"Annette was still in Cardiac Arrest when we saw her and we got her heart stabilised. She was also intubated which means she was put to sleep and ventilated. After that she was transferred to the Intensive Care Unit in Craigavon Area Hospital."*

Annette remained unconscious for a week but thankfully she is now well recovered and feels "blessed and elated" to be alive having come so close to death. She recently returned to Daisy Hill to thank some of the paramedics and Daisy Hill Medical staff for saving her life.

Annette Breen-Mallon

## Providing safe high quality care



### New Ultrasound Scanner for South Tyrone Hospital



Dr Ayman Morsy, Consultant Obstetrician and Vera Kelso, Lead Midwife with members of South Tyrone Hospital's Local Comforts and Free Funds Committee and the new ultrasound scanner

**The Trust has been able to purchase a new ultrasound scanner for South Tyrone Hospital with the help of the hospital's Local Comforts and Free Funds Committee.** The state-of-the-art scanner which cost £30,000 is being used in the hospital's ante natal outpatients department to check the health and wellbeing of babies throughout each stage of pregnancy. The Local Comforts and Free Funds Committee contributed £15,000 towards the scanner.

The scanner will provide local women with more accurate and timely information at each stage of pregnancy. Previously higher risk women who needed more frequent or more detailed scans, had to travel to Craigavon or Belfast.



### New CT Scanner for Daisy Hill Hospital

**In June, the Trust welcomed the announcement that funding for a new CT scanner at Daisy Hill Hospital had been approved.** The new multi slice scanner, worth £600,000 replaced the previous model at the hospital.

Welcoming the announcement, Trust Chief Executive Mairead McAlinden said: *"At present many patients from Daisy Hill need to attend Craigavon Area Hospital for CT scans. As a key part of our hospital network, it is essential that Daisy Hill has the most up to date equipment to provide a full diagnostic service."*

*The new scanner will enable radiology staff at Daisy Hill to diagnose more patients for a wider range of conditions. This funding has been another welcome boost to the Trust and to Daisy Hill Hospital. Not only will this scanner help improve the diagnostic services and quality of care we can offer from Daisy Hill, but it will support us in our wider plans to develop a range of other services at the hospital in the future."*

Health Minister Edwin Poots visiting the new CT scanner at Daisy Hill Hospital



# Providing safe high quality care

## £ Capital Investment welcomed

On 23 March 2010 the former Health Minister Michael McGimpsey announced his capital priorities for the next four years. The Southern Trust welcomed the news that construction could start on new Operating Theatres at Craigavon Hospital and a new Health and Care Centre in Banbridge.

Mairead McAlinden, Chief Executive said, *"I am delighted that the development of Banbridge Health and Care Centre has been given the green light to begin construction. This is the culmination of enormous hard work by all the partners involved. The leadership and support of Banbridge Council has been crucial in reaching this important milestone in the delivery of a state-of-the-art Health and Care Centre for the people of Banbridge and surrounding areas."*

Commenting on the new operating theatres, Mrs McAlinden said: *"Once final approval has been received for the business case, the £10 million project is likely to take between eighteen months and two years to complete. We are delighted that this next phase of development on the Craigavon site has been given the go ahead. It is a major boost for our local community. This will be a hugely complex undertaking as we balance the building process with the maintenance of an already busy theatre and recovery unit, but staff are looking forward to seeing a theatre facility that will stand comparison with the best in UK and Europe."*

## Clinical buddying

A programme has been developed for Palliative Care Clinical Nurse Specialists and other specialist nurses. The aim is to enhance the delivery of high-quality, equitable palliative care to all those needing it regardless of their diagnosis, in their preferred place of care.

Evaluations from participants have demonstrated that opportunities to learn from each other in this way have enhanced their practice. With the current constraints on resources, this innovative approach has maximised opportunities for learning from the wealth of skills, knowledge and experience of nurses across a broad range of areas.

## New healthcare project to improve patient safety

**The Northern Ireland Emergency Care Summary Record was introduced to the Newry and Mourne area in July** after being successfully piloted in Armagh, Dungannon, Craigavon and Banbridge.

The Emergency Care Summary Record shares details of patients' allergies and medications held on GP practice computer systems with the GP Out of Hours Services, Emergency Departments and Hospital Pharmacies. The aim of the project is to improve patient safety and care by making sure that patients' key details are known by staff, wherever and whenever they are being treated.



Former Health Minister Michael McGimpsey launching the Emergency Care Summary Record in the Southern Trust with Sr Pam Cromwell, Emergency Department, Anne Balmer, Former Chairman, Mairead McAlinden, Chief Executive, Dr Hilda Nicholl, Emergency Department; and Dr Sloan Harper, Director of Integrated Care, Health & Social Care Board

The Emergency Care Summary Record includes the following information: patient's name, date of birth and gender; address and phone number; current medication and any known allergies. Detailed GP medical notes are not included in the record.

**For further information contact:**

**Tel: 028 9054 2566**

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# Providing safe high quality care

## Official opening of Gillis Memory Centre

**The Chief Medical Officer Dr Michael McBride officially opened Gillis Memory Centre**, the Trust's dementia assessment unit which cares for 24 patients, in December. Dr McBride said: *"About 19,000 people aged over 65 suffer from dementia in Northern Ireland and with an ageing population these figures are expected to rise to as many as 23,000 by 2017. Early diagnosis allows people to receive treatment, care and support, to maintain their independence and to plan for the future. That is why the work of this centre is important. It will make a significant difference to the lives of many who suffer from dementia, as well as to their families and carers in the Southern Trust area."*

Staff now located at Mullinure Health and Wellbeing Centre include the Domiciliary Care Team, Integrated Care Team, Intermediate Care Team and Specialist Memory Service Team. There are also Specialist Primary Care Services, including Cardiac Rehabilitation, COPD, Continence, Diabetes, Enteral Feeding, Epilepsy, Heart Failure, Older People Nurse Specialists, Palliative Care, Parkinsons and Tissue Viability. The Stroke Team for Armagh and Dungannon is also based at the Centre. Other services at Mullinure Health and Wellbeing Centre include the day hospital with 15 places for older people, rapid access clinic, community dental service clinics, nurse-led Minor Injuries Unit and GP Out of Hours Service.



The official opening of Gillis Memory Centre

## Trust hosts International Cardiology Conference



**In July the Trust hosted an international conference for cardiac specialists.**

Approximately 100 doctors and consultants attended the event which included the latest updates in structural, coronary, electrophysiology (rhythm management) and paediatric heart disease. In addition to an extensive panel of local experts, international speakers also attended the event.

Attendees also watched and interacted with operators directly via live audiovisual link into the cardiac catheterisation laboratory (cath lab) at Craigavon Cardiac Centre as coronary angioplasty and ablation procedures are taking place.

Dr Ian Menown, Consultant Cardiologist and Director of Invasive Cardiology for the Southern Trust commented: *"The Trust was delighted to host this international update for the second time. Our cardiology team at Craigavon has a strong focus on education, training, clinical research and the introduction of new technologies to help our patients. A combination of lectures and demonstrations of the latest techniques in the cath lab setting ensured that Northern Ireland cardiac specialists were kept well up to date with the latest developments. We would like to thank our guest lecturers, expert panelists, commercial sponsors who helped to support the meeting and particularly the patients who participated in the live cases."*

## Improving record keeping

**Trust staff including ward managers, are leading a record keeping improvement initiative** within the non-acute hospitals and mental health inpatient wards. The programme aims to improve record keeping in four areas – mandatory requirements, admission and risk assessment, care planning and discharge planning. This is a regional initiative and results so far have indicated significant improvements in the quality of record keeping.



# Providing safe high quality care

## Working together with nursing homes

**Nursing homes in the Trust's area provide care for around 1700 older people who can no longer be supported to live in their own homes.**

In 2010 the Trust appointed two new Specialist Nurses for Older People to support nursing home staff in the clinical care of older people in Nursing Homes. The two nurses are the first Specialist Nurses for Older People in Northern Ireland and have been appointed in recognition of the complex care needs of older people in care homes.

Over 40 Registered Nurses from Care Homes attended a seminar in March 2011 and received an update on clinical management of nutrition, hydration, swallow problems and oral and dental health. The feedback from the seminar was excellent and nurses reported they would be using the learning to inform nursing practice.



Some of the Nurses who attended along with the Trust Staff and Sponsors, Nutricia

## Unique cross border hospital service established

**A unique model for planning and managing a cross border hospital service has been established** in the last year between the Southern Trust and the HSE Dublin North East in the Republic of Ireland. This cross border collaboration has seen Ear, Nose and Throat (ENT) waiting lists in the HSE Dublin North East area significantly reduced by facilitating ENT consultants from the Southern Trust to work in Monaghan Hospital. It is also enabling HSE Dublin North East ENT patients to access inpatient care in Daisy Hill and Craigavon Hospitals.

Funding for the 'start up' period of this scheme has been provided by the European Union's INTERREG IVA programme which was secured by Co-operation and Working Together (CAWT).

Mairead McAlinden, Southern Trust Chief Executive commented on the Trust's involvement: *"This cross border partnership has allowed us to expand and enhance our ENT service, increasing our consultant medical team, and has brought benefits to both to our own patients in the Southern Trust area and to people living in the HSE Dublin North East area. We now have a larger and more stable service. We have demonstrated that working together and sharing resources across the border can provide better access to high quality ENT services for patients living in the more rural border area."*



ENT patient Mr Sean Dillon who received treatment under the cross border ENT initiative between the Southern Trust and the HSE Dublin North East, From left to right: Linda Saunderson, Programme Manager, CAWT Cross Border Acute Project; Dr Gillian Rankin, Director of Acute Services, SHSCT; Mr Turlough Farnan, ENT Consultant, SHSCT

# Providing safe high quality care

## Hospitals receive University Teaching Hospital status



**Craigavon Area and Daisy Hill Hospitals are two of seven acute hospitals in Northern Ireland that have been designated 'Queen's University teaching hospitals'.** In partnership with Queen's University Belfast, the designation specifically recognises the important contribution acute hospitals here make in providing high quality clinical placements to medical students.

(Left to Right) Mairead McAlinden, Southern Trust, Chief Executive, Professor Patrick Johnston, Dean, Queen's School of Medicine, Dentistry and Biomedical Sciences, Mairead Boohan, Deputy Director, Centre for Medical Education, Queen's, Roberta Brownlee, Southern Trust Chair, Queen's University Vice-Chancellor Professor Sir Peter Gregson and Dr M McConnell, Southern Trust

## Fostering

**Fostering provides children who cannot live with their own families with alternative care where they can benefit from a loving, safe and stable home. There are approximately 360 children living with foster carers and the Trust wants to find the right home for children in care first time round to limit disruption and instability in their lives.**

There are currently 10 children waiting for a long term home in the Trust area; children like brothers James and Stephen. James is 11 years old with blonde hair and of average build and Stephen is eight years old, with fair hair and average build. James is in Primary 7. He has excellent attendance and currently receives extra assistance with his schoolwork. Stephen is in Primary 5 and copes well with school and has benefited from having some assistance with his reading skills.

James and Stephen both have a keen interest in football. Their favourite football team is Manchester United. James also enjoys swimming whilst Stephen is very keen on rugby. Though James and Stephen would have experienced loss and neglect they have developed a confidence, which enables them

to give their views on issues which affect them. Both brothers respond to boundaries within their current placement. James and Stephen identify with the Protestant culture and faith.

They require a long term placement with carers who have energy and a willingness to help the brothers fulfil their potential.

You can apply to foster whether you are married / co habiting or single, you own or rent your home, you work full time or are receiving

benefits, and whether you have or do not have children of your own. Foster carers receive financial allowances, on-going training and 24 hour fostering social work support.

If you think you could make a positive difference to a child's life, call one of the fostering teams

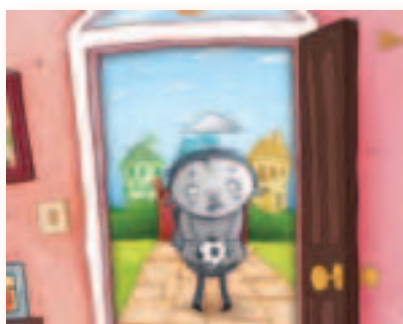
**Armagh/Dungannon:** 028 8775 2033

**Newry/Mourne:** 028 3083 2693

**Craigavon/Banbridge:** 028 3833 7181 or call 0800 0720 137 (24/7 service)

or for more information visit

[www.fostering.hscni.net](http://www.fostering.hscni.net)



# Providing safe high quality care

## New equipment for Neonatal Unit

**The Neonatal Unit at Craigavon Area Hospital is the first unit in Northern Ireland to get a resuscitation simulation doll.** This was made possible by the fund raising activities of Sandra and Keith Emerson, parents of little Harry, a premature baby who passed away aged six weeks. Dr Hogan, Consultant Paediatrician said: *"The simulator involves realistically replicating clinical situations which helps our doctors and nurses learn in a safe environment, they get an opportunity to practise and learn technical skills and work as a team member. The simulator gives feedback to the team*



Sandra and Keith Emerson donate £12,785

*regarding change in heart rate, breathing and seizures. This piece of equipment makes a huge contribution to the training of staff in the neonatal unit."*

## Safeguarding children and young people

**The Trust's Child Protection Nurse Specialists facilitated a training programme for a group of school nurses.** The purpose of the training was to equip school nurses with the knowledge and understanding of their responsibilities in relation to safeguarding children and young people.

Emily Roberts Child Protection Nurse Specialist said



School Nurses receiving training certificates

*"The practice of safeguarding children and young people is complex and this training has been very beneficial for the school nurses particularly as they are embarking on a new role within the area of safeguarding."*

## Primary Care Link Workers and Triage Workers

**Within Primary Mental Health Care Teams, effective communication systems have been introduced to ensure high quality, safe interventions and care for the clients with a mental health illness.** The link workers are involved in providing information to GPs on the criteria for specific service areas and priority types, and to provide pre-referral advice and consultation to assist in the appropriate triage and allocation of referrals. They provide one session each week for regular ongoing contact with allocated GP Practices. This includes **developing an improved** understanding of the role and function of the Primary Mental Health Care Service.

The link workers assist General Practitioners, Practice Nurses, Health Visitors and District Nurses to manage their practice population's common mental health problems in the most

effective way. Link workers also provide support to clients and carers.

Triage workers have been appointed to identify the urgency of referrals and re-direct inappropriate referrals from the Referral and Booking Centre. They provide advice on mental health issues and information on statutory, voluntary and community services.



Back: Lynn Jackson Triage Practitioner; Kathleen Lee Link Worker; Stephanie Chathley LW; Bronagh Campbell LW; Pat Mc Geown LW; Karen Curran LW. Front: Ciara Haute LW; Tracey Heaslet PMHC Coordinator; Brigine Stolberger Triage Practitioner



# Providing Safe High Quality Care

## Patient Client Experience

**Respect, Positive Attitude, Appropriate Behaviour, Effective Communication and ensuring Privacy and Dignity are key components of building good relationships and ensuring a positive experience when receiving health and social care.**



Following the launch of the Patient Client Experience standards relating to these five areas, the Trust has been focusing on measuring our compliance against these standards.

To date we have carried out Patient Satisfaction Surveys, Observations of Practice and analysed complaints and compliments. In addition we have carried out an audit of the learning and development, staff appraisal and support available, to ensure staff are appropriately focused and skilled in each of these areas.

So how are we doing so far? We have now carried out six phases of this work across Non-Acute Hospitals in Lurgan and South Tyrone, a range of Acute wards in Craigavon Area Hospital and Daisy Hill Hospital, Mental Health wards in Bluestone and within supported living accommodation for clients with learning disability.

There has been an overwhelming amount of positive feedback which has been shared with staff, to commend them for the effort they put in to ensuring the experience when in receipt of our care is as positive as it can be. There has also been some learning in terms of what we need to do differently and better. This includes focusing on more effective communication, for example the event of having to interrupt treatment or care, paying greater attention to ensuring staff demonstrate a positive attitude and behaviour and embedding this approach across all staff groups.

The target we have been set is a minimum 90% compliance against each of the five standards and progress is reported to a subcommittee of Trust board chaired by the Trust Chairperson, Mrs Roberta Brownlee. Our future plans include hearing “patient stories” to allow us to journey through real experiences and indeed focusing on a greater range of facilities including community and residential settings. We aim for 100% satisfaction and won't rest until it has been achieved.

## Change in Mind



**The Change in Mind project in the Mental Health Division** achieved the Lean Healthcare Academy award for Outstanding Contribution to Improving Services, beating stiff competition from over 100 entrants across the UK. The award recognises service improvements which reflect the needs of patients and clients. The project was also shortlisted in two other categories – Best Sustained Project and Best Impact on Patient Experience. The project is the mechanism through which the Trust is modernising Mental Health Services and ensuring quality of care across in Acute Mental Health Care, Primary Mental Health Care, and Support and Recovery.



Paula Tally, Project Manager Best Care Best Value; and Brenda Byrne, Service Improvement Manager at the awards



# Maximising independence and choice for our patients and clients

## Eileen 'putt' back on course after stroke

**After recently suffering a stroke, Eileen Murphy (85) was admitted to Daisy Hill Hospital Stroke Unit.** The stroke left her with weakness in her hand and arm and also affected her speech and ability to communicate.

Before the stroke Eileen, from Killeavy, County Armagh was an avid golfer and an active member of Warrenpoint Golf Club. She told the Occupational Therapist at the Hospital of her desire to get back golfing as soon as possible.

Since February 2009, Occupational Therapists in Daisy Hill Hospital have been using games consoles as a tool for stroke rehabilitation and it wasn't long before they had Eileen back on the (virtual) fairways playing 'virtual golf', on a games console.

Tina Hughes, Senior Occupational Therapist, explains: *"Eileen loved playing the golf game and is planning on buying a Wii when discharged. She is a very competitive lady and became very excited when playing the games or even doing the target practice activity. Eileen played until she became fatigued and we noticed that this timeframe considerably lengthened as she built up her tolerance daily."*

Tina explained how these virtual sports games can help stroke patients recover: *"Each patient who is admitted to the stroke unit is fully assessed and provided with an Occupational Therapy treatment programme which may*



Eileen Murphy playing golf with assistance from Tina Hughes, Senior Occupational Therapist, Southern Health and Social Care Trust

*include the use of virtual sport games. These can help patients to increase their movement, power, co-ordination, balance, concentration and attention, problem solving and cognitive skills. Patients can choose from a range of virtual activities all depending on their hobbies/interests. Patients can even play each other, for example two gentlemen, recovering from stroke were able to work on balance and upper limb strength by having a virtual boxing match."*

Eileen was recently discharged home and she will now be under the care of the Community Stroke Team, where she will continue with rehabilitation in the community where Eileen will be able to continue to improve her golfing skills at the local driving range.

## Comments, compliments and user views

**The Trust is committed to providing high quality services to all of its users.** You can help us improve our services by telling us about your experiences. Your views are much appreciated and will be treated in confidence. If you have a comment, compliment, suggestion or complaint about Trust services we want to hear from you. Contact our Central Reporting Point on:

**Telephone:** 028 3861 4150 or **Email:** [Centralpoint.ST@southerntrust.hscni.net](mailto:Centralpoint.ST@southerntrust.hscni.net)

# Maximising independence and choice for our patients and clients

## First class success for Dungannon student



Keith at his graduation

**Keith Johnston graduated in July** from the University of Ulster, Coleraine, with a First Class Honours Degree in Computer Science and has now embarked on a PHD in Computer Science. Keith has Cerebral Palsy; is a wheelchair user and is a direct payment recipient. Direct Payments are made

to people who need care (following an assessment) by the Trust to enable them to buy their own care or support services. The number of people utilising direct payments has increased by 54% from 361 in 2009 to 559 in 2011. Keith receives a joint funded package of care from Social Services and the Independent Living Fund to meet his care needs.

He has been provided with support through children's services to adult services. His Key worker Edel McCann has watched Keith grow in his independence and develop into a focused, determined high achiever. Edel says, "Keith takes ownership of his needs and is active in organising his care. He has been fortunate to have consistent care support staff over the years and feels that this has been important in managing his transition from living at home to university."

Transition to University can be difficult for any young person and Keith worked hard to address

some of the difficulties faced by young people with disabilities moving into third level education. He has been active in raising awareness of such issues through his involvement in Pathways to Higher and Further Education Conferences. Keith also participated in the creation of a DVD for other young people who have a disability and are hoping to move into third level education.

Keith, who is a past pupil of the Royal School, Dungannon, and the Integrated College in Dungannon, commends the input he has received from the social work team, *"I am very happy with the support I received from the Trust, in particular when making the move to university. I hope the Trust will continue to offer me social care support in the future."*

Professor David Bustard, Head of School, Computing and Information Engineering at Coleraine, says Keith had shown great strength of character and independence and that his determination to succeed was an inspiration to other students.

*"Since coming to University in September 2006, Keith has blossomed. He has consistently performed well. His work is of an exceptionally high standard in all aspects of his studies but he is an especially strong and naturally gifted computer programmer. Keith is an excellent team player and often brings a strong degree of maturity and experience to the group dynamic."*

## Christopher cooks up a storm

**During the year, the Trust piloted a successful Employability Scheme for Young Care Leavers.** The pilot offered young people the chance to take part in various job placements.

One young person Christopher showed an interest in cooking and through the Employability Scheme got the opportunity to attend a work placement within the Catering Department at South Tyrone Hospital. Christopher left school in June 2010 and decided following the work placement that he would

like a career in catering. He has been supported to move into a Catering Training Programme which he is enjoying immensely.

Christopher said *"This placement gave me the chance to think about what I wanted to do. I have learned new skills and made new friends. The staff have supported me and care for me and I know now this is what I want to do."*



Christopher at his work

# Maximising independence and choice for our patients and clients



## Celebrating the achievements of young people in care

### **In March the Trust held its third celebration event to mark the achievements and endeavors of young people in care.**

Over 120 young people participated in the event and were supported by their parents, carers, foster carers and social workers from the Trust. This event highlights the value and importance the Trust places on the voluntary, education, training and sporting achievements of young people in residential and foster care.

In recognition of their achievements each young person was presented with a certificate of merit and an individual gift. Several young people performed at the event and Sabrina who is now a first year studying at University of Ulster for her Degree shared her experiences of being in care, Sabrina said: *"I entered care at the age of seven felt scared at the prospect of being separated from my family and starting again with a family in an unfamiliar place. This anxiety was increased when I was moved to several different foster homes which left me feeling I could no longer trust people. However one placement changed all this. They encouraged me to put all my frustration into school work and I slowly found myself doing better academically and being able to trust people. The progress has been evident in my eleven plus, key stage 3, G.C.S.E, and A level results.*

*I was also driven by the determination to defy the*

*statistics which suggested that as a foster child I wouldn't make it to university. Now I am currently studying Social Work at The University of Ulster. However, I would not have made it this far without the support of a number of people including my Social Worker and my Personal Advisor. They have been there for me practically when helping me prepare for my university interview and also been there for me emotionally, helping me to overcome my fears and promoting my feeling of self-worth. Without my foster family and in particular my foster mum Andrea I know I would not have made it academically this far. From day one she believed in my ability to succeed and was a constant reassurance that I could achieve. She was also there to tell me if I needed to improve my work and to celebrate with me when I did. I believe that achievement is not something that is simply handed to you; it requires a lot of determination and hard work. But I believe that with the correct support, anyone, even foster children, can achieve great things."*

Niav McCaughley, Head of Looked After Children Services; Roberta Brownlee, Chair; Mayor Jim Speers, Armagh City Council; Brian Dornan, Director of Children and Young People's Services; Deputy Mayor Karen McKeivitt, Newry and Mourne Council; Mairead McAlinden, Chief Executive; (front row) Sabrina McBurney, Ryan McGirr and Ciara Reynolds



## Research to improve young people's experiences of leaving care

The Trust looks after some 400 children and young people in a range of settings including foster care and residential care and is undertaking research to better understand the experiences of young people who have left care so that services for care leavers can be improved.

If you are a care leaver aged 18 to 21 years or if you are in education or training and are aged

between 18 and 24 we would like to hear from you. If you would like more information about the research or if you would like to take part, please contact Carmel Rooney, Assistant Director of Corporate Parenting, Southern Trust. Carmel can be contacted on:

**Tel:** 07841 947036 or

**Email:** [Carmel.Rooney@southerntrust.hscni.net](mailto:Carmel.Rooney@southerntrust.hscni.net)



# Maximising independence and choice for our patients and clients

## 16 plus service user group

**Being able to influence health and social care service decisions is a fundamental right for all.** Enabling looked after children and young people to work together with the Trust to create change for themselves and their peers is very important. During the year, members of the 16 plus service user group took part in a training programme to help the young people enhance their personal and social development skills.

Members of 16 plus group along staff member Holly Wilson who awarded an OCNNI Level 1 Credit Certification in Presentation Skills



## New maternity services liaison committee

**The Trust has set up an area wide Maternity Services Liaison Committee** to include the interests of those living in Armagh, Dungannon, Craigavon, Banbridge and Newry and Mourne.

The Committee aims to extend the work of the long established Maternity Service Liaison Committee in Newry and Mourne which has influenced a number of improvements including the refurbishment of Delivery Suite, breastfeeding facilities in shops and restaurants and the choice for women to have two birthing partners in labour.

The Committee includes women who have used or have an interest in maternity care, commissioners, doctors and midwives who will work together to ensure that maternity services are responsive to the needs of expectant mothers and their newborn babies.



## Fit4U

**The Fit4U Project aims to empower people with physical and/or sensory disabilities and improve their health and wellbeing through participation in a range of physical activity and leisure opportunities.**

Seamus McKenna, wheelchair user, said *"I enjoyed the boxercise class because it helps me get fit, it also made me and my body feel good"*

Vincent McGurk, wheelchair user said *"The boxercise program was excellent, the teachers were very good too as they pushed us as far as they could and then pushed us even more."*

Fit4U is a Trust led project, supported by a range of partners including service users with disabilities and the five Councils in the Trust's area.



Seamus McKenna and Vincent McGurk enjoy boxercise



# Maximising independence and choice for our patients and clients

## Bringing care closer to home

**Lilburn Hall staff, who do not have a nursing or medical background, undertook intensive training with Belfast City Hospital** to ensure they were competent to provide Home Dialysis for David Stewart who lives at the supported living scheme unit. This home-based dialysis care ensured that David could live at home and continue to attend his daily work skills programme at Zest in Gilford. The treatment also reduced the amount of disruption in his life; the alternative for David would have been to travel to Belfast four days per week and spend up to six hours every day receiving dialysis in a hospital setting. The Lilburn Hall staff won the Trust's Excellence Awards for their outstanding work and were awarded £2,000 to develop their service area.



David at home

## Rapid access clinic

**The Trust has started Rapid Access Clinics** for older people in Lurgan, Mullinure and South Tyrone Hospitals. These clinics support local GPs who can refer older people for an assessment by a team of staff including a Doctor, Nurse, Social Worker Occupational Therapist, Physiotherapist and Speech and Language Therapist. An older person will be seen within 48-72 hours and if necessary can have investigations such as X-rays and blood tests with the results available on the same day. During the first year 390 people over the 65 years were seen at a rapid access clinic with conditions including mobility problems, chest infections and fatigue. This service helps GPs to care for older people in the community and has prevented 75% of the patients being admitted to hospital.

## New day care facilities

**Windsor Day Centre in Newry** opened to adults with a learning disability in September. The £3.7million, 40-place centre replaced the old social education centre on the same site at Rathfriland Road in the city.



## Trust home care services

**There have been major changes in the way Trust Domiciliary Care Services are delivered** and the Trust is very proud of the development of this key service. There are currently over 1300 Trust Home Care Workers who provide services to over 5000 people in their own homes which includes some 7000 contacts per day.

Over the past number of years Trust Home Care has developed from a traditional home help

service to being a major contributor in supporting people who are very dependent or ill to remain in their homes. Trust Domiciliary Care workers offer practical help and personal care to people with a variety of special needs, including learning, physical and mental health disabilities, however the vast majority of the work (around 80%) involves supporting frail older people to continue living at home.

# Maximising independence and choice for our patients and clients

## Disability Service User Forum

**The Trust's Disability Service User Forum was one of the 16 finalists at the first ever Regional Social Work Awards.**

Bronagh McKeown, Head of Physical and Sensory Disability Support Services at the Southern Trust, said, *"We worked with 50 service users with physical and sensory disabilities to increase service user input into the provision of health and social care. We were delighted to have the assistance of Disability Action in supporting the formation and ongoing work of the Forum."*

The service users undertook training on Disability Equality, Human Rights and Representation Skills, and 15 service users were elected to a Representative Forum. This Forum aims to ensure service users have an opportunity to influence Health and Social Care Services delivered in their area.

Andrew Martin, who is a member of the Forum, said: *"The service user forum gives an important opportunity for people with disabilities to express their opinion on how services are run in the Trust. We welcome the initiative which enables us to have our say on how our services are run."*



Kevin Doherty, Director of Services, Disability Action; Maria Hughes; Gerry Murray; Andrew Martin; Bernie McCabe; Bronagh McKeown, Head of Physical and Sensory Disability Support Services, Southern Trust; and Carey Ann Clarke, Training Co-ordinator, Disability Action, at the Social Work Awards

## Telehealth

Over the last three years 627 people living with respiratory disease, heart failure, diabetes and stroke in the Southern Trust area have benefited from remote telehealth monitoring in their own homes.

Currently, 200 patients living with these conditions are being monitored through this new technology. They are able to check their vital signs, such as pulse, blood pressure, body weight, temperature and oxygen saturation on a daily basis. This information is sent through the telephone line or mobile phone to the Specialist team's computer. The telehealth monitoring enables clinical judgments on the person's health to be made. It also helps detect if there is deterioration in the person's condition at an early stage, which can help prevent hospital admission. Receiving care at home rather than in a hospital maximises independence and choice for patients and improves their quality of life.

## Trust launches Enteral Tube Feeding Guidelines for Adults

**The Trust has launched and implemented 'Enteral Tube Feeding Guidelines for Adults'.**

There are approximately 100 adults in the community receiving enteral tube feeding throughout the Trust including 22 year old Niall Bannon who sustained serious injuries from a road traffic accident as a child. Since then he has been unable to eat or drink orally and depends on an enteral feeding tube in his stomach for all his nutrition and fluids.

His mother Marie said *'I am delighted to see the guidelines on tube feeding being launched as they will be of great benefit not only to staff but also to patients and their carers. My views were sought in the planning stages when I met up in a group with other carers to put forward our views on what we thought was important to be included.'*

# Maximising independence and choice for our patients and clients

## All smiles for dental service

**Portadown Health and Care Centre has celebrated its first year in service;** and what a successful year it has been. The £16.5 million state of the art, award-winning facility has vastly improved the quality, range and accessibility of health services and made a real difference to local people.

Community Dental Services moved from Craigavon Area Hospital to the Health & Care Centre. Senior Dental Officer, Jane Sutcliffe said: *"We are delighted with our new, modern facilities and we are especially pleased to be able to offer our patients, particularly wheelchair users, improved access and enhanced services. We are the first in Northern Ireland to have this special dental recliner chair."*

(Left to right) Myrtle Adams, Dental Nurse; Ruth Finch seated in the dental recliner; Deirdre Devlin, Dental Nurse



## New bilingual Health Visitor Assistants

**The Trust has introduced a new role of Health Visitor Assistants** who are making a significant contribution to supporting families and the Health Visitor Profession. Julie McConville, Head of Health Visiting and School Nursing says: *"The role of the Health Visitor Assistant is to help the Health Visitor by organising appointments, assisting at baby clinics and providing home based support to families, therefore, freeing the Health Visitor to work with clients who have more complex needs."*

She added *"I am delighted that of the seven appointed Health Visitor Assistants five are bilingual in Polish, Lithuanian and Portuguese, the three most commonly spoken languages by migrant families living in the Trust area. These bilingual Health Visitor Assistants are working with families whose first language is Polish, Portuguese or Lithuanian. Their role is to help reduce some of the difficulties in accessing services but also facilitate migrant families experiencing language barriers to get the best use out of our services. The bilingual Health Visitor Assistant will improve the accessibility*

*of the Health Visitor service, provide additional health care support and also act as a bridge between these communities and Trust services."*



Back Row (left to right): Robert Gluesk (NVQ Candidate) Dorota Fafinska (NVQ Candidate) David Calvin (Mentor) Tracey Wilson (Mentor) Lorena Kellett (NVQ Candidate) Sandra Fernandes (NVQ Candidate) Joan McMahon (Mentor) Shona O'Hanlon (Mentor) Irva Karpaviciene (NVQ Candidate)

Front Row (left to right): Denese Graham (NVQ Peripatetic Assessor/Health Visitor Assistant Coordinator) Julie McConville (Head of Health Visiting and School Nursing) Susan Boyce (Head of NVQ) Jenny McCorry (NVQ Peripatetic Assessor/Internal Verifier) Lynne McElmurry (NVQ Candidate)



# Being a good social partner in our communities

## On your marks...

**Jim Corbett, from Copperfields Day Centre, won (and was placed tenth overall in) the Belfast City Wheelchair Marathon on 2 May in 2 hours 40 minutes and 8 seconds. Jim crossed the line in a thrilling finale just a few hundredths of a second ahead of his second-place rival.**



Jim Corbett crosses the finishing line

A relay team of medical staff from the Intensive Care Unit, Craigavon Hospital also completed the Belfast Marathon to increase awareness of the importance of Organ Donation. Staff nurse Ronan McBride commented: *"Our priority is raising awareness. It is surprising just how many people haven't thought about becoming an organ donor, especially within the NHS, so this may help to get another few names on the register."*

(front to back) Chris Clarke, Consultant Anaesthetist; Connor Hamilton, Student Nurse; Ronan McBride, Staff Nurse; Erik Lichnovsky, Consultant Anaesthetist and cheered on by Dr Gillian Rankin, Director of Acute Services, Southern Trust. Absent from photograph: Damian Scullion, Consultant Anaesthetist



## Come dance with me

**A dance project for eight adults with a learning disability, which was funded by the Arts Council of Northern Ireland's StArt UP programme, presented a showcase of its work in March.**

The participants danced with partners from local organisations including Northern Ireland Fire and Rescue Service, Northern Ireland Ambulance Service, Armagh City and District Council, PSNI, the Southern Education and Library Board and the Southern Trust.

Castlecaulfield man Patrick Donnelly danced with occupational therapy student Shauna Doyle to Jedward's Ice Ice Baby, and he said, *"I love it. It's good exercise and I met new people."*

Sean Hughes from Madden danced to Jive Bunny with Laura Rogers and he said, *"It's good as we all get turns and it's great exercise."*

Bryce McMurray, Assistant Director of Learning Disability Services at the Trust, said, *"This project is an excellent example of social inclusion and active citizenship. Contacts that the group made afforded the participants the opportunity to understand the roles of organisations and health and public safety services. They visited Armagh Fire Station and had an educational talk on fire safety in the home and they visited the local Minor Injuries Unit to familiarise themselves with a hospital environment."*



Eileen McDonald and Dean Patrick Rooke danced to Westlife's Flying Without Wings. Looking on are Roberta Brownlee, Trust Chair, and Bryce McMurray, Assistant Director of Learning Disability Services, Southern Trust

# Being a good social partner in our communities

## Supported lodgings scheme

During the year the Trust expanded the supported lodgings scheme, Colm McCafferty, Head of Family Support says: *"The supported lodgings scheme STAY (Supported Temporary Accommodation for Youth) was developed to meet the needs of vulnerable homeless young people. Lodgings are provided on a temporary basis for young people who are homeless or experiencing difficulties to allow space and time for problems to be resolved, goals to be defined until permanent accommodation becomes available"*.

A former young person who has benefited from the scheme said: *"Without the support of my provider and the STAY Scheme I wouldn't be where I am today"*. A current provider said *"I am happy to be able to provide a safety net for young people in our community"*

Successful applicants will be provided with training prior to the placement of a young person and when starting the placement will receive £140 per week. If you are interested in finding out more about this scheme, please contact: Christine Thomas, STAY Coordinator, Young Persons Project on **Tel: 028 3839 1155**.

## New bus route at Daisy Hill Hospital

Representatives from Newry and Mourne Council, Translink and The Southern Trust gathered recently at the bus shelter outside Daisy Hill Hospital to mark the official launch of the improved bus service which has been operating at the hospital since November. The Southern Trust and Newry and Mourne Council lobbied together for this new route and worked in partnership with Translink and Road Service to deliver this additional service for people who live outside Newry looking to travel to Daisy Hill Hospital by public transport.



Former Newry and Mourne Mayor, Mick Murphy with Dr Gillian Rankin, Southern Trust Director of Acute Services and Gregory McLaughlin, Translink District Manager

The existing 41 service to Bessbrook now goes via the hospital road 6 days a week and provides a very convenient service: dropping people off and picking people up right outside the hospital.

## Directory of parent/carer and toddler groups launched



**A new Directory of Parent/Carer and Toddler Groups operating within the Southern Trust was launched.** Parent and Toddler Groups are informal settings where parents or carers can attend with their children and share their experiences, pleasures and complexities of bringing up a small child.

The Directory is available from a range of locations throughout the Southern Trust area including local libraries, Doctor Surgeries and Health Centres. It is available to download from [www.promotingwellbeing.info](http://www.promotingwellbeing.info) or you can request a copy from the local Promoting Wellbeing Team: **Tel: 028 3834 4973**.

(Standing) Miceal McParland and Janice Riddal from Southern Trust pictured with mums and toddlers at the Directory Launch in Armagh



# Making the Best Use of Resources

## Daisy Hill Hospital redevelopment

**Since mid October 2010, the Trust has invested over £3.5m in essential refurbishment work to upgrade the infrastructure on the Daisy Hill site.**

There has been a wide range of work undertaken on the site ranging from, for example, the demolition of the Hospital Chimney to an upgrade of a range of facilities within the Hospital including the refurbishment of the Accident and Emergency Department and the relocation of Gynaecology and Antenatal out patients departments. There has also been considerable work to upgrade the electrical and heating infrastructure which will lead to long term savings and a reduction in the carbon footprint of the Hospital.

Paula Clarke, the Trust's Director of Performance and Reform, commented: *"The work undertaken at Daisy Hill Hospital will really help to upgrade facilities on the site and support on-going development. The changes will ensure a better layout overall and improved standards of accommodation for patients and staff. The replacement of old equipment will also ensure that the hospital runs more efficiently, for example we replaced the old boilers with new high efficiency ones and upgraded the electrical infrastructure across the site."*



Mairead McAlinden, Southern Trust Chief Executive (left) and Southern Trust Chair Roberta Brownlee welcome Health Minister Edwin Poots on a recent visit to Daisy Hill Hospital

## New Trust Chair highlights Patient Services at South Tyrone Hospital

**Roberta Brownlee was appointed as Chair of the Trust on 7 March 2011.** She made her first visit as Chair to South Tyrone Hospital, Dungannon to meet with staff and patients and raise awareness of the huge number and range of services that are provided to thousands of local people at this Hospital.



Ann Tate, Lead Radiographer shows Mrs Brownlee new X Ray equipment

Roberta explained: *"I was particularly keen to find out more about recent improvements and additions to the services offered at the hospital. I was very impressed by the new Day Hospital and the non-acute wards in Loane House which were refurbished recently following an investment of almost £1 million by the Trust."*

Mrs Brownlee continued: *"I have been a frequent visitor to South Tyrone Hospital for many years and I know what a busy and vibrant hospital it really is, for example I think that most local people would be surprised to know that approximately 32,000 patients pass through the X-Ray department at South Tyrone Hospital each year. The Hospital is critically important in providing safe and effective care and rehabilitation of older people and for ensuring that non-acute patients are treated in the community and close to their homes."*



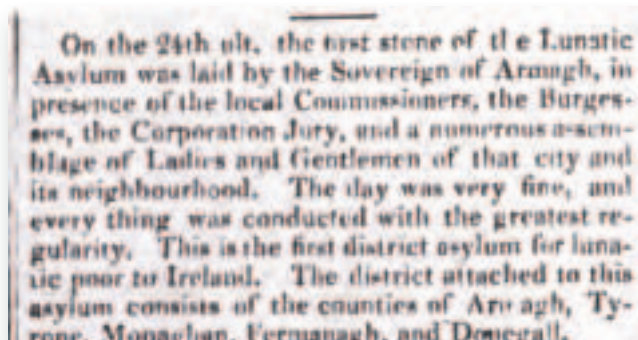
# Making the Best Use of Resources

## Changes at St Luke's Hospital

**During the year a number of changes were introduced at St Luke's Hospital** to improve quality and care for patients and to ensure that services are delivered more efficiently. The Dementia Assessment Unit at Villa 3 relocated to Mullinure Health and Wellbeing Centre, Addiction Unit moved to Ward 6, and the Acute Ward (Ward 6) relocated to the Bluestone Unit on the Craigavon Area Hospital site. Wards 2 and 5 amalgamated and relocated to Haven Close (formerly Villa 1), while the long-stay patients who lived in Villas 1 and 2 are now in Villa 2 until they are resettled into the community.



At a Gala Ball to mark the 190<sup>th</sup> anniversary of St Luke's Hospital, Chief Executive Mairead McAlinden said, *"Since its foundation in 1821 as the first purpose built hospital of its kind in Ireland and the Western world, St Luke's Hospital has provided a centre for innovation in the care of people with mental illness. Buildings don't provide care, people do, and we have been fortunate that so many people working in the service based in St Luke's Hospital and in our communities have had the vision and drive to improve care and treatment for mental health. The purpose of St Luke's has changed over the years, but the ethos and values that drove its establishment 190 years ago have not changed. They are to provide the best possible care for people with mental illness and to treat them with compassion and humanity."*



The News Letter 1 June 1825

## Releasing Time to Care

**The Bluestone Unit took part in the Releasing Time to Care project which looked at ways of improving patient experiences on busy wards.** The team was led by Acute Mental Health Services Manager Carmel Johnston and used a number of methods to look at how the four wards in the Unit worked and the impact this had on the time available for direct patient care. Results to date show that on average 47 per cent of the staff nurses' time is in direct care and 67 per cent of nursing assistants' time in direct care.

## Mental Health Hospital appointments

**The Trust's centralised referral and booking of appointments has been extended to include Mental Health Services.** The Referral and Booking Centre now receives all referral letters from GPs and co-ordinates appointments for patients.

Patients are asked for their preferred date, time and location for their appointments. As well as being more convenient for the patient, this approach helps to reduce non attendances at hospitals.

### The Referral and Booking Centre is open:

Monday to Friday  
(excluding Bank Holidays) 9am-8pm

Saturday 9am-1pm

**Telephone Numbers:** 028 3861 3406  
028 3861 3410  
028 3861 3420

# Making the Best Use of Resources

## Trust in the Community

**A new initiative “Trust in the Community” has been developed** to deliver a range of innovative responses to address the needs of individuals and communities experiencing significant disadvantage across the Southern area.



Its focus is to connect the resources of the Trust, partner organisations and local communities through the formation of “social partnerships”

A Group has been established to develop and oversee the project and is currently made up

of representatives from the Trust, Children in Northern Ireland, Age NI, Business in the Community and the Public Health Agency.

A number of workstreams are currently being established which will focus on meeting the needs of vulnerable older people and vulnerable young people. These include innovative approaches to volunteering, training and development opportunities to build capacity, exploring the potential of social enterprise within health and social care and refocusing current resources, both people and finance, to target unmet need.

## Investment in Community and Voluntary Sector

**In 2010/11 the Trust spent £9.9m (recurrently and non recurrently) on the community and voluntary sector. This included contracts with providers covering day care, supported living, employment opportunities, family resource centres, traveller support and carers organisations.**

## Focus on Armagh

**The last year has seen a major re-organisation of clinical and support services in the Armagh area.**

Many community based services which had been located around the Armagh area have now moved to the St Lukes/Longstone Hospital site; making use of the excellent range of buildings on a site which has been a hub of health services in Armagh for generations.

Over 200 staff have been relocated, and by co-locating staff teams this has supported improved communication and co-ordination and also reduced the amount spent by the Trust on rent, heat, light and maintenance of office accommodation. There are plans to further

consolidate and relocate Trust teams to the St Luke's and Tower Hill Hospital sites in 2011/12, contributing to an estimated £200,000 saved each year through making full use of Trust resources.



St Lukes Hospital

# Supporting people and communities to live healthy lives and improve their health and wellbeing

## New project REACHes out to local people

A new health and wellbeing project called **REACH (Regenerating Environments and Communities' Health)** has been funded in the **Southern Area** for 5 years with a grant of just under £1 million from the Big Lottery Fund's Safe and Well Programme.

**REACH** will help people faced with inequalities in health including people with a disability, people with a mental health problem, ethnic minority groups including Travellers and disadvantaged families and individuals, to improve their health and wellbeing.

**REACH** will improve people's health and wellbeing by delivering a range of programmes on physical activity, healthy eating, cooking skills and weight management. **REACH** also includes other innovative schemes such as the Green Gym, provided by Conservation Volunteers Northern Ireland. This scheme involves communities in practical conservation work such as: managing woodland, wildlife gardening and growing food. For more information on the project, please contact [gerard.rocks@southerntrust.hscni.net](mailto:gerard.rocks@southerntrust.hscni.net)



Front row (l-r): Sinead Brackenbury (Southern Trust), Joanne McDowell (Director, Big Lottery Fund), Mairead McAlinden, Barbara Boardman (Director, CVNI), Gerard Rocks (Southern Trust), Ellie Morton (REACH Co-ordinator)

Back row (l-r): Laurence Bradley (Confederation of Community Groups, Newry), Donna Sloan (REACH Co-ordinator), Seamus Donnelly (Dungannon Voluntary Bureau), Deborah McCartney (REACH support worker), John McGuinness (Community Network Craigavon), Jenny McGetrick (CVNI), Dale Robinson (REACH support worker), Elizabeth O'Connor (Southern Trust), Dianne Keys (CVNI), Stephen Dallas (REACH Co-ordinator)

## Older people get creative

Over the past year Jill McKeown and David Cunningham, artists-in-residence with the Trust have been working with older people attending day care centres in Portadown, Banbridge, Kilkeel and Newry to develop and deliver unique creative art workshops.

There have been many benefits experienced by the service users and staff involved in the Artscore workshops.



Jean creating her image based on the theme "Precious" at the Meadows Day Centre



# Supporting people and communities to live healthy lives and improve their health and wellbeing

## Trust staff star on 'nidirect tv'

**Two Breast Care Nurse Specialists from the Southern Health and Social Care Trust are playing a leading role on the new online government tv channel, launched recently by the First and Deputy First Ministers, Peter Robinson and Martin McGuinness.**

Sisters Eimer McGeown and Annie Treanor devised and feature in a short video clip which shows women how to self-examine their breasts, as well as promoting the importance of attending for regular breast screening.

**nidirect** is the website for government information and services and the launch of **nidirect tv** allows information to be provided to the public in a variety of accessible ways.

The breast care video is the only health related topic selected for initial inclusion on the site. The video was filmed in Daisy Hill Hospital and shows women in simple, straightforward steps the best way to examine their breasts.

The **nidirect tv** website has been supported by UTV and as Annie and Eimer explained the professionalism of the UTV production team made the filming experience very enjoyable: *"It took a whole day to produce a video that only lasts a couple of minutes but the crew took time with us to make sure we were comfortable about being filmed and we were confident that it would be an easy-to-follow reference for women. It was great to be involved and hopefully the video will be a valuable aid for women in protecting their health."*

Director of Acute Services in the Southern Trust, Dr Gillian Rankin said: *"It is vital that women are encouraged and supported to spot changes early and seek treatment as soon as possible. This video is a very accessible way to promote self-examination and will be of huge benefit to women throughout Northern Ireland."*

The video can be viewed at [www.nidirect.gov.uk/tv](http://www.nidirect.gov.uk/tv)



Sisters Eimer McGeown and Annie Treanor, Breast Care Nurse Specialists, at the launch of the new online government tv channel with First and Deputy First Ministers, Peter Robinson and Martin McGuinness

**nidirect**  
government services

# Supporting people and communities to live healthy lives and improve their health and wellbeing

## Annual Health Action Plans

Brea Crothers and Marie Loughran are health facilitators with the Adult Learning Disability Teams. The facilitators' role involves providing information to health care teams on the needs of those with a learning disability, participating in organised clinics and completing a personal Health Action Plan for everyone following their health check.



Brea Crothers and Marie Loughran with patients Tracey Caherty and Catriona McGeeney in Dr O'Leary, Lambe and Larkin Surgery, Newtownhamilton

Brea explains: *"The Southern Trust was the first Trust in Northern Ireland to appoint health facilitators to work directly with GP practices to ensure that all adults with learning disability have their health care needs met and are provided with a personal Health Action Plan. We developed a programme which has been delivered to GP practices across the Southern area to ensure that people with a learning disability have equal access to services."*

Marie adds: *"Adults with a learning disability are not always able to explain what health problems they have due to communication difficulties or poor understanding of their health needs. They also face many barriers in accessing health services. Several reports over the last number of years have highlighted that adults with a learning disability have poorer health and do not see their GP or other health professionals as often as the rest of the population."*

Marie and Brea were awarded runner-up in the Royal College of Nursing Nurse of the Year Bamford Vision Award for Mental Health and Learning Disability, sponsored by the Department of Health, Social Services and Public Safety.



Linda Brown, DHSSPS, Brea Crothers and Marie Loughran who were awarded runner-up in the Bamford Vision Award, and Janice Smyth, RCN Northern Ireland Director

## Patients help shape Lymphoedema Services

**The Trust Specialist Lymphoedema Service has worked closely with service users to ensure that it is meeting the needs of service users in relation to treatment and ongoing support.**

Lymphoedema is a condition that can cause chronic swelling of the arm or leg and in the Southern Trust there are approximately 550 people who have this condition.

Following feedback from focus groups, the Trust along with service users has set up local support groups. These groups meet monthly and rotate the meetings between Portadown, Dungannon and Newry. Patients have the opportunity to share and learn from each other's experiences. A service user who attends the Support Group said: *"it is beneficial for me to meet others with a similar condition and share experiences of living day to day with Lymphoedema and chat to each other and know that I am not on my own"*.

For more information about this service or join the Support Group contact: Lynne Whiteside, Lymphoedema Clinical Lead on **07825 840738** or Angela McCarroll, Service User on **07799 702603**.

# Supporting people and communities to live healthy lives and improve their health and wellbeing

## Wellness Recovery Action Plan

**In Mental Health Services, recovery focuses on a person's right to build a meaningful life for themselves with or without the continuing presence of mental ill health. Recovery is about a person's individual journey where self determination, self management and hope are key elements of wellness. By completing a Wellness Recovery Action Plan, the individual demonstrates ownership of their recovery.**

The Trust's recovery approach enables service users to understand and cope with their mental health problems, and build inherent strength and resourcefulness in a new and innovative way. It also establishes support networks and

outlines the dreams and goals that are important to them.

Francis Rice, Director of Mental Health and Disability Services, says, *"It is essential that those who use our services are active participants in their own care, rather than passive recipients of 'expert' care. Our challenge is to move away from illness and symptoms to health, strength and wellness. Recovery is a unique and deeply personal process. Wellness is accessible to all patients as illness is only a part of the individual and should not be a definition of the whole person."*

## Launch of Emotional Overeating DVD

**The Trust in partnership with Newry Neighbourhood Renewal area launched a DVD - "Emotional Overeating."**

The DVD was inspired by the local community and involved three very brave women from Newry city. The project was influenced by the women's experience of overeating and the impact that this has had on their health and lifestyle and that of their children. The DVD highlights the contribution that an emotional relationship with food can make to some incidences of obesity.

Explaining the importance of this work, Dr Liz McMonagle, Consultant Psychologist, Daisy Hill Hospital stated, *"This honest, inspiring and courageous project provides evidence of the strength of these women. They have created an opening that will allow their children, their families and their community to access a healthier relationship to food, and therefore achieve a healthier relationship to mind and body."*



The DVD will be used as an innovative education tool.

For further information contact Marian Cully:

**Tel:** 028 3083 4325 or **Email:** [marian.cully@southerntrust.hscni.net](mailto:marian.cully@southerntrust.hscni.net)



# Being a great place to work - valuing our staff

## New dress code for Trust staff

**The Trust introduced a new dress code policy for all staff this year.** The purpose is to provide a standard dress code for all staff working in the Trust, in both hospital and community settings. It focuses on the importance of health and safety, public perception and infection control and prevention.

All staff including volunteers and students on placement must comply with the dress code.

The policy includes a number of requirements for all staff for example; having a clean and tidy appearance; carrying an identification badge and ensuring that tunics are covered whilst undertaking personal activities in public.

Those staff who provide direct hands on care along with support staff like catering and domestic assistants have additional uniform requirements including; short or rolled up sleeves to the elbow; long hair should be tied back; no jewellery with the exception of a single plain band ring; and low heeled, enclosed shoes.

Trust Chief Executive, Mairead McAlinden says: *"Whilst there is no evidence to suggest that wearing uniforms in public carries a risk of spreading infection, to promote public confidence, we are asking staff to cover their tunics whilst undertaking personal activities."*

*"We would also like to highlight that many of our staff groups need to wear their uniform in public whilst carrying out their duties. For example, a domiciliary care worker travelling between calls to clients' homes; a dietitian on an educational shopping trip with a client or a day care centre worker accompanying a group of clients on a day trip."*

*We hope that through the new dress code we are presenting a professional image of the Trust and further promoting public confidence in our staff and the services we provide."*



Trust Domiciliary Care Worker, Marian O'Connor calling at a client's home

## ConGRADuations to new Trust midwives!

**A group of new Trust midwives graduated this year from Queens University.** The group who were all nurses within the Trust successfully completed an 18 month programme to specialize in midwifery. All have now taken up positions in either Daisy Hill or Craigavon Area Hospital maternity departments.

Two of the Southern Trust midwife graduates also received special awards for excellence at the Queens ceremony. Briege McStay received the Award for Academic Excellence and Gemma Winters was given the Award for Clinical Excellence.

Also this year, Lead Midwife Brenda Kelly, secured a First Class Honours Bsc in Professional Studies in Midwifery and Staff Midwife Mary O'Connor received her Honours BSc in Professional Studies in Midwifery.





## Award for nurse

**Shirley Dennison, Senior Mental Health Practitioner, CAMHS (Child and Adolescent Mental Health Services) won the Craigavon Borough Council Mayor's Excellence in Nursing / Midwifery Care Award 2010** at the Chief Nursing Officer's Annual Conference held in the Craigavon Civic Centre.

This annual award is presented to a registered nurse/ midwife or nursing auxiliary/healthcare assistant who has demonstrated how excellence in their care has enhanced the patient experience.



Shirley Dennison wins Nursing Award

## Recognising volunteers

**The Trust held a recognition event in June to celebrate and recognise those volunteers who have reached a milestone of 5 years, 10 years or 15 years of volunteering within Trust facilities.** A total of 22 volunteers from across the Southern area were invited to attend the celebration coffee morning which coincided with Volunteers Week. Non-Executive Director Alastair Joynes presented the volunteers with a certificate and pen and paid tribute to all the volunteers of the Trust.



Volunteers at recognition event

## Trust Domestic Services Staff awarded certificates

**Trust Domestic Services Staff were awarded British Institute of Cleaning Science (BICSc) Cleaning Operators Proficiency Certificates** at recent events in Craigavon Area Hospital and Daisy Hill. Seventy-five staff from the Craigavon and Banbridge locality and 25 staff from Newry and Mourne locality received certificates. Funding from the Department of Health has enabled the Trust to become a hub training centre for BICS and training commenced in May 2010.

Bluestone Unit Domestic Services Staff: (Top) Tara Dummigan, Marie Murray Jane Murray and Cathy Gorman: (L-R) Anne Hawthorne, Anna McCusker, Daphne Galbraith and Michelle Farnan



# Being a great place to work - valuing our staff

## Behind the Scenes...

**Nurses, doctors, physiotherapists, domiciliary care staff, social workers.....our frontline staff are all recognised for their dedication and commitment to providing care for patients and clients. But behind the scenes, there are many staff without whom the health service simply couldn't function. Here we look at two areas which are vital to maintaining our services.**

Andrew Curran is a Senior IT Support officer, based in Craigavon Area Hospital. He is part of the team responsible for 6,000 PCs, around 8,000 users and 88 separate information systems across the Trust. The team provides a 24/7 service, maintaining and developing the Trust's IT capability to support patient care and service delivery. Andrew says; *"Clearly our role is designed to support colleagues who are making decisions on patient and client care every day. So we may be back room staff but we work hard to support those on the front line to deliver the Trust's vision of providing safe high quality care."*



Lorna Cullen, Ward sister Medical Admissions Unit says; *"Our IT colleagues really are unsung heroes. We are so dependent on IT systems to deliver high quality patient care."*

Clinical coding is the way in which every condition, diagnosis, problem or complaint seen within hospitals in the Southern Trust is recorded, monitored and reported on. It is a method of confidentially comparing the costs, quality and safety of our hospital care across Northern Ireland, and nationally.

Dawn Gibson is a clinical coder based in South Tyrone Hospital. There are three coding teams based in South Tyrone, Daisy Hill and Craigavon Area Hospitals. There are 15 staff and one manager. Clinical coders receive every patient's casenote after they are discharged from hospital or as a daycase. Coders ensure that every condition, diagnosis, operation or procedure from each individual patient is coded on the Patient Administration System.

It is important that each case is recorded accurately, as the completeness of coding helps identify the complexity of the cases and the cost of care. This ensures a fair comparison of patient care across hospitals.

For instance, coded information is used as an indicator of patient safety, to record reasons for deaths in hospital, or numbers of patients treated with diabetes, cardiac or renal failure.

Our coders are part of a vital support system for the health service and their job is part of an internationally recognized process which helps improve our understanding of health issues.

## First Trust in Northern Ireland to Introduce Succession Planning

**The Commission for Health Improvement has highlighted that effective leadership leads to higher quality care. They also stressed the connection between effective leadership and high quality patient care.**

In 2010 the Southern Trust became the first in the region to introduce a Succession Planning Framework designed to ensure that staff are ready to apply for key senior positions and meet the leadership needs of the organisation.

Over 90 senior staff took part in this unique personal development opportunity.

Staff welcomed the chance to improve services through enhanced leadership and one participant stated: *"This was a very beneficial time and has given me a very clear path I need to pursue. With the support of the Trust there is clear benefit for both me and the services I manage"*.



# Being a great place to work - valuing our staff

## Medical Leadership

**The Trust's Associate Medical Director for Mental Health and Disability, Dr John Simpson, was named Medical Manager of the Year by the Royal College of Psychiatrists in November. The Awards mark the highest level of achievement within psychiatry and are designed to recognise and reward excellent practice in the field of mental health.**

Dr John Simpson is a Consultant Psychiatrist and works from the Mental Health Department at Daisy Hill Hospital and the Bluestone Unit at Craigavon Area Hospital.



Dr Simpson with Professor Dinesh Bhugra, President of the Royal College of Psychiatrists

*The judges said: "Dr Simpson has been at the forefront of improvement and innovation in Northern Ireland for over 15 years. He has an exemplary record through troubled times and major service redesign. He has ably led colleagues through radical reorganisation whilst sustaining respect, harnessing enthusiasm, and maintaining clinical credibility."*

Southern Trust Chief Executive, Mairead McAlinden said: *"I am delighted that John's outstanding contribution to mental health services has been recognized and rewarded. John has been instrumental in improving and innovating mental health services in recent years and these changes have helped many people across the Southern Trust area and beyond."*

## Trust Recognition at Elevation Awards 2010

**Southern Trust staff were recognised for their innovation at the inaugural HSC Innovations Elevation Awards.**

Occupational Therapist, Denise Curran was a finalist in the Diagnostics and Pharmaceutical Idea of the Year Category for the development of a template for speeding hand function tests which is used by the Occupational Therapy Team for Trauma and Orthopaedics.

Mairead Gates, Dermatology Nurse was a finalist in the Equipment Idea of the Year Category for her novel idea of adding a decoration eg. butterflies to distract children whilst having venepuncture.

Stephen Wallace, Operational Assistant within the Trust's Infection Control Team, was a finalist and was the overall Award winner for Best Innovation in Northern Ireland in the Information and Communication Technologies Category for the development of the E-dashboard system which monitors infection control performance. The E-dashboard also received the overall Award for Best Innovation within the Southern Trust.

HSC Innovations is the Regional Innovation Management and Intellectual Property (IP) support service for the Health Service which organised and funded the Elevation Awards.

The competition was open to all Trust employees who were invited to share their unique ideas which could transform patient care or lead to vital medical breakthroughs.



Dr Peter Sharpe, Associate Medical Director for Research and Development, SHSCT; Stephen Wallace, Operational Assistant, Infection Control Team, SHSCT; Dr Patrick Loughran, Medical Director, SHSCT and David Brownlee from HSC Innovations

# Management commentary part two

## Equality Duties Central to the Trust's Plans and Decisions

**During the year 2010/11 the Trust consulted widely on its new Equality Scheme and Action Based Plan to tackle inequalities in Health and Social Care. The Trust would like to thank all those who took time to respond and whose comments have been instrumental in shaping its final Scheme and Plan. Copies of both documents can be downloaded from the Trust's internet [www.southerntrust.hscni.net](http://www.southerntrust.hscni.net) and intranet.**

The Trust's new Equality Scheme sets out how the Trust will discharge its equality and good relations duties. To ensure greater read across between its core business and its equality duties the Scheme has been aligned with the Trust's Corporate Planning cycle. The Action Based Plan aims to make a real difference to the lives of people who use Health and Social Care. The Plan includes over 60 actions, some of which seek to improve communication and information provision and services for an increasingly diverse range of people who use services in the Trust's area and beyond. The Plan also contains measures aimed at furthering equality of opportunity and good relations for all Trust staff.

## Protecting the Environment

**The Trust set out its commitment to the environment in its Environmental Strategy 2009–2011. This helps to promote better environmental performance and ensure legal compliance in waste, energy, water and other environmental management issues.**

This year, the Trust participated in the 12th Arena Network Environmental Survey – Northern Ireland's leading environmental

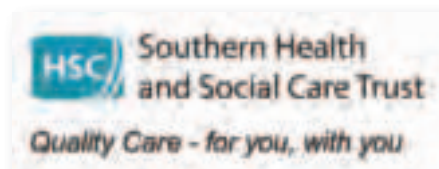
benchmarking exercise. We were delighted to be awarded Quintile 2 status (60-79%) and were the highest scoring Trust in the survey. During the year the Trust upgraded the energy infrastructure at Daisy Hill Hospital. We installed combined heat and power plant which generates electricity and utilises the waste heat produced to supplement the production of hot water on site. These investments will save the money on the procurement of energy and will also reduce carbon emissions to the atmosphere and improving our Carbon Footprint. Opportunities for further improvements are currently being developed which will include the phased upgrade of the energy infrastructure at Craigavon Area Hospital and the replacement of boiler plant at some of our smaller facilities to improve energy efficiency and further reduce emissions.

## Controls Assurance

**The Trust achieved substantive compliance in all 22 controls assurance standards.**

## Good Governance

**The Trust's professional governance team is responsible for promoting safe and effective care, enhancing the quality of services and training and workforce development for nurses, midwives, social work staff and Allied Health Professionals. To support this function the Assistant Directors for professional governance have structural arrangements in place to meet professional/regulatory body and Trust standards and guidelines.**



# Directors' remuneration 2010/11

Fees and allowances paid to the Chairman and other Non-Executive Directors are as prescribed by the Department of Health and Social Services and Public Safety.

The remuneration and other terms and conditions of Executive Directors are approved by the Remuneration and Terms of Service Committee. Its membership includes the Chair and all Non-Executive Directors. The terms of reference of the Committee are based on Circular HSS (PDD) 8/94 Section B.

For the purposes of this report the pay policy refers to Senior Executives, defined as Chief Executive, Executive Director and Functional Director and is based on the guidance issued by the Department of Health and Social Services and Public Safety on job evaluation, grades, rate for the job, pay progression, pay ranges and contracts.

Pay progression is determined by an annual assessment of performance. It is the responsibility of the Remuneration and Terms of Service Committee to monitor and evaluate the performance of the Chief Executive ensuring that any discretionary awards in terms of performance related pay are justifiable in light of the Trust's overall performance against the annual Trust Delivery Plan. During 2010/11, emphasis continued to be on patient safety, ministerial targets and financial balance. The Chief Executive in turn is responsible for the assessment of performance of the Senior Executives based on the attainment of individual objectives established at the outset of the year, and for the submission of recommendations to the Remuneration and Terms of Service Committee for its annual review of salaries which are conducted in accordance with the relevant circulars issued by the Department of Health, Social Services and Public Safety.

In July 2010, the Northern Ireland Executive agreed that a 2 year pay freeze would operate on public sector pay. For Health and Social Care Senior Executive staff the freeze came into effect from April 2010. Throughout the period of the pay freeze the minimum and maximum of each of the Senior Executive pay bands will not change. Staff on contracts entered into before 23 December 2008 will have a continued contractual entitlement to progression based on performance. Staff on contracts entered into after 23 December 2008 are bound by the Executive's pay policy and do not have a contractual right to performance payments during the period of the pay

freeze. The levels of performance pay permitted to be applied by the Remuneration and Terms of Service Committee are prescribed by Department of Health and Social Services and Public Safety. No award is made for unsatisfactory performance.

During 2010/11, all contracts were permanent and provide for three month's notice for both parties.

As far as all Senior Executives are concerned, the provisions for compensation for early termination of contract are in accordance with the appropriate Departmental guidance.

## **During 2010/11 there were a number of changes to Senior Executive staffing:**

**Mr C Donaghy** after having taken up post as Interim Chief Executive in the Northern Health & Social Care Trust (NHSCT) was appointed to the permanent position of Chief Executive in the Belfast Health & Social Care Trust (BHSCT) on 1 October 2010.

**Mrs M McAlinden**, took up the permanent position of Chief Executive on 1 November 2010, following a period of Acting during Mr Donaghy's interim appointment to the NHSCT.

**Mr M Dillon**, after having taken up post as Interim Director of Finance in the NHSCT, was appointed to the permanent position of Director of Finance in the BHSCT on 1 November 2010.

**Mr S McNally**, took up the permanent position of Director of Finance and Procurement on 1 March 2011, following a period of Acting during Mr Dillon's interim appointment to the NHSCT.

**Dr G Rankin** was appointed to the post of Director of Acute Services on 1 January 2011, having held this position on an interim basis since 1st December 2009 when Mrs J Youart left the Trust.

**Mrs A McVeigh** was appointed to the post of Director of Older People and Primary Care on 1 March 2011, following a period of Acting during Dr Rankin's interim appointment to Director of Acute Services.

**Mrs P Clarke** was appointed to the permanent position of Director of Performance & Reform on 1 March 2011 following Mrs McAlinden's appointment to the post of Chief Executive. Mrs Clarke had been acting in this role prior to her permanent appointment.



# Seniors Employees' Remuneration (Audited)

The salary, pension entitlements and the value of any taxable benefits in kind of the last senior members of the Southern HSC Trust were as follows:

Name	2010/2011		2009/2010	
	Salary, including Performance Pay £000s	Benefits in Kind (rounded to nearest £100)	Salary, including Performance Pay £000s	Benefits in Kind (rounded to nearest £100)
<b>Non-Executive Members</b>				
Mrs A Balmer (Chair until 31 January 2011)	20-25	0	25-30 (90-95 full year equivalent)	0
Mrs D Blakely	5-10	0	5-10	0
Mrs R Brownlee (Chair from 7 March 2011)	5-10	0	5-10 (90-95 full year equivalent)	0
Mr E Graham	5-10	0	5-10	0
Mr A Joynes	5-10	0	5-10	0
Mrs H Kelly	5-10	0	5-10	0
Mrs E Mahood (Interim Chair from 1 February 2011 until 6 March 2011)	5-10	0	5-10 (90-95 full year equivalent)	0
Dr R Mullan	5-10	0	5-10	0
<b>Executive Members</b>				
Mrs M McAlinden - Chief Executive (from 1 November 2010); Acting Chief Executive (until 31 October 2010)	95-100	0	50-55 (90-95 full year equivalent)	0
Mr S McNally - Director of Finance & Procurement (from 1 March 2011); Acting Director of Finance & Procurement (until 28 February 2011)	90-95	0	50-55 (90-95 full year equivalent)	0
Dr P Loughran - Medical Director	195-200	0	200-205	0
Mr B Dornan - Director of Children & Young People's Service (from 1 April 2010); Acting Director of Children & Young People's Service (until 23 November 2009)	100-105	0	60-65 (90-95 full year equivalent)	0
Mr P Morgan - Director of Children & Young People's Service (from 1 March 2011); Acting Director of Children & Young People's Service (from 23 November 2009 - 31 March 2010)	5-10 (70-75 full year equivalent)	0	20-25 (70-75 full year equivalent)	0
Mr F Rice - Director of Mental Health & Disability	90-95	0	85-90	0
<b>Other Members</b>				
Mrs P Clarke - Director of Performance & Reform (from 1 March 2011); Acting Director of Performance & Reform (until 28 February 2011)	75-80	0	40-45 (70-75 full year equivalent)	0
Dr G Rankin - Director of Acute Services (from 1 January 2011); Interim Director of Acute Services (until 31 December 2010) and Director of Older People & Primary Care (until 1 December 2009)	95-100	0	80-85 (85-90 full year equivalent)	0
Mr K Donaghy - Director Human Resources & Organisational Development	80-85	0	80-85	0
Mrs A McVeigh - Director of Older People & Primary Care (from 1 March 2011); Acting Director of Older People & Primary Care (until 28 February 2011)	85-90	0	20-25 (80-85 full year equivalent)	0

## Seniors Employees' Remuneration (Audited)

As Non-Executive Members do not receive pensionable remuneration, there will no entries in respect of pensions for Non-Executive Members.

Name	2010/2011				
	Real Increase in pension and related lump sum at age 60 £000s	Total Accrued pension at age 60 and related lump sum £000s	CETV at 31/03/10 £000s	CETV at 31/03/11 £000s	Real Increase in CETV £000s
<b>Non-Executive Members</b>					
Mrs A Balmer	N/a	N/a	N/a	N/a	N/a
Mrs D Blakely	N/a	N/a	N/a	N/a	N/a
Mrs R Brownlee	N/a	N/a	N/a	N/a	N/a
Mr E Graham	N/a	N/a	N/a	N/a	N/a
Mr A Joynes	N/a	N/a	N/a	N/a	N/a
Mrs H Kelly	N/a	N/a	N/a	N/a	N/a
Mrs E Mahood	N/a	N/a	N/a	N/a	N/a
Dr R Mullan	N/a	N/a	N/a	N/a	N/a
<b>Executive Members</b>					
Mrs M McAlinden - Chief Executive (from 1 November 2010); Acting Chief Executive (until 31 October 2010)	(0-2.5) loss plus (0-2.5) lump sum	30-35 plus 90-95 lump sum	521	473	-48
Mr S McNally - Director of Finance & Procurement (from 1 March 2011); Acting Director of Finance & Procurement (until 28 February 2011)	(0-2.5) loss plus (0-2.5) lump sum	30-35 plus 95-100 lump sum	714	678	-36
Dr P Loughran - Medical Director	(0-2.5) loss plus (2.5-5.0) lump sum	70-75 plus 215-220 lump sum	1721	1660	-61
Mr B Dornan - Director of Children & Young People's Service (from 1 April 2010); Acting Director of Children & Young People's Service (until 23 November 2009)	Nil	Nil	0	0	0
Mr P Morgan - Director of Children & Young People's Service (from 1 March 2011); Acting Director of Children & Young People's Service (from 23 November 2009 - 31 March 2010)	(0-2.5) loss plus (0-2.5) lump sum	30-35 plus 90-95 lump sum	638	609	-29
Mr F Rice - Director of Mental Health & Disability	0-2.5 plus 0-2.5 lump sum	25-30 plus 80-85 lump sum	440	395	-45
<b>Other Members</b>					
Mrs P Clarke - Director of Performance & Reform (from 1 March 2011); Acting Director of Performance & Reform (until 28 February 2011)	0-2.5 plus 0-2.5 lump sum	15-20 plus 50-55 lump sum	259	235	-24
Dr G Rankin - Director of Acute Services (from 1 January 2011); Interim Director of Acute Services (until 31 December 2010) and Director of Older People & Primary Care (until 1 December 2009)	(0-2.5) loss plus (0-2.5) lump sum	30-35 plus 100-105 lump sum	769	748	-21
Mr K Donaghy - Director Human Resources & Organisational Development	(0-2.5) loss plus (0-2.5) lump sum	30-35 plus 95-100 lump sum	662	629	-33
Mrs A McVeigh - Director of Older People & Primary Care (from 1 March 2011); Acting Director of Older People & Primary Care (until 28 February 2011)	(0-2.5) loss plus (0-2.5) lump sum	25-30 plus 75-80 lump sum	502	470	-32

## Seniors Employees' Remuneration (Audited)

A Cash Equivalent Transfer Value (CETV) is the actuarially assessed capital value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme, or arrangement to secure pension benefits in another pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which the disclosure applies. The CETV figures and the other pension details, include the value of any pension benefits in another scheme or arrangement which the individual has transferred to the HSC pension scheme. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost.

CETVs are calculated within the guidelines prescribed by the Institute and Faculty of Actuaries and do not take account of any actual or potential reduction to benefits resulting from Lifetime Allowance Tax which may be due when pension benefits are drawn.

The actuarial factors that are used in the CETV calculation were changed during 2010, due to changes in demographic assumptions and the move from the Retail Prices Index (RPI) to the Consumer Prices Index (CPI) as the measure used to uprate HSC pensions. This means that the CETV in this year's report for 31/03/10 will not be the same as the corresponding figure shown in last year's report.

Real Increase in CETV - This reflects the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (Including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

### Reporting of early retirement and other compensation scheme - exit packages (Audited)

	Number of Compulsory Redundancies		Number of other Departures Agreed		Total Number of Exit Packages by Cost Band	
	2010/11	2009/10	2010/11	2009/10	2010/11	2009/10
<£10,000	0	0	3	2	3	2
£10,000 - £25,000	0	0	6	3	6	3
£25,000 - £50,000	0	0	13	13	13	13
£50,000 - £100,000	0	0	14	23	14	23
£100,000 - £150,000	0	0	5	7	5	7
£150,000 - £200,000	0	0	2	2	2	2
Over £200,000	0	0	1	1	1	1
	<b>0</b>	<b>0</b>	<b>44</b>	<b>51</b>	<b>44</b>	<b>51</b>

### Total Number of Exit Packages by Type

CSR	34	CSR	18
Change of Management	10	RPA	33
	<b>44</b>		<b>51</b>

	£000s	£000s	£000s	£000s	£000s	£000s
<b>Total Resource Cost</b>	0	0	2,883	3,627	2,883	3,627

Redundancy and other departure costs have been paid in accordance with the provisions of the HSC Pension Scheme Regulations and the Compensation for Premature Retirement Regulations, statutory provisions made under the Superannuation Act 1972. The above exit costs of RPA and CSR leavers were met from existing RPA and CSR provisions created some years ago. These costs were accounted for when the provisions were created and are therefore reflected as utilisations within the provisions note and have no impact upon net expenditure. In addition to these schemes, voluntary leavers left as a consequence of changing management structures. These costs are reflected within the Statement of Comprehensive Net Expenditure.

Where Early Retirements have been agreed, the additional costs are met by the employing authority and not by the HSC Pension Scheme. Ill-health Retirement costs are met by the pension scheme and are not included in the table.



# Financial Information

## FINANCIAL COMMENTARY ON 2010/11 OUTTURN

The commencement of the 2010/11 financial year was marked by the Trusts involvement in the HSCB sponsored 'Due Diligence' process. This process sought to vouch and validate the financial position for each Trust and agree a recurring and sustainable solution to become effective by no later than 01 April 2011. The outcome for this Trust was a joint acknowledgement that the funding deficit amounted to some £35m, consisting of underlying pressures of some £15m (almost half of this sum was inherited from the previous legacy organisations) and a remaining shortfall of £20m from the current CSR period efficiency target of £36m.

The agreed way forward for 2010/11 involved a combination of recurring and contingency measures capable of delivering a reduction in workforce expenditure of £15.4m (requiring a minimum achievement of £11.7m in-year), a reduction in goods and services expenditure of £2.6m and the provision of bridging finance of £4m from the commissioner. The outturn figure of a £169,000 surplus demonstrates the Trusts success in delivering this extremely challenging financial position while also maintaining the highest standards in patient and client care and continuing to enhance and develop effective services.

As at 01 April 2011, the Trust has implemented recurring solutions for all but £7.5m of the validated £35m deficit. Recurring solutions for this residual sum have been developed and are currently being discussed with commissioning colleagues. In recognising that many of these additional proposals will need to be coordinated within a region-wide strategic context, the most likely implementation date is towards the end of the new financial year. It is, therefore, necessary to generate additional bridging finance for 2011/12. This will require additional reductions in the budgets supporting bank and overtime spending as well as a further strengthening of vacancy controls.

Unfortunately and as a consequence of the national economic position, the budget settlement for Health and Social Services for the period 2011 to 2015 is significantly less than the predicated expenditure associated with the combination of maintaining the baseline and providing for forecast demographic change. The inevitable requirement for further efficiencies will heavily influence the financial environment within which the Trust will operate throughout this period.

## Summary Financial Performance for 2010/2011

### Capital Resource Limit (CRL)

The Trust kept within the CRL of £26.22m by £651k.

### Public Sector Payment Policy

The Department requires that Trusts pay their Non Health and Social Care trade creditors in accordance with the Better Payments Practice Code and Government Accounting Rules. The Trust's payment policy (a copy of which can be obtained from the Director of Finance) is consistent with the Better Payments Practice Code and Government Accounting Rules and its measure of compliance is as follows:

	<b>2011 Number £000</b>	<b>2011 Cash £000</b>	<b>2010 Restated Number £000</b>	<b>2010 Restated Cash £000</b>
Total bills paid in year	108,591	177,022	118,991	208,653
Total bills paid within 30 days or or under agreed payment	98,136	169,304	105,718	197,823
Percentage of bills paid within 30 days or under agreed payment terms	<b>90.4%</b>	<b>95.6%</b>	<b>88.8%</b>	<b>94.8%</b>

# Summary Financial Performance for 2010/2011

## Related Party Transactions

The Southern HSC Trust is an arms length body of the Department of Health, Social Services and Public Safety and as such the Department is a related Party with which the Southern HSC Trust has had various material transactions during the year

- **Funding** – Revenue resource limit £489,284k of which Non Cash Revenue resource limit £23,753k.

In addition to the above, several Directors disclosed interests in other organisations. During the year the Southern Health and Social Care Trust entered into transactions with the following related parties (as defined by FRS8):

	Total Value of the Transactions
	£
Ann's Homecare Domiciliary Care	3,157,490
Enable NI	136,813
Alzheimer's Society NI	40,000
Edward Street Hostel Ltd.	19,737
McFarlane Environmental	1,463
Sperrin View Special School	30

## Post Balance Sheet Events

There are no post balance sheet events having a material effect on the accounts.

## External Auditor

The Trust's statutory audit was carried out by the Northern Ireland Audit Office. The notional cost of the audit for the year ended 31 March 2011 which pertained solely to the audit of the accounts was £47,272. An additional amount of £3k was paid to the Audit Office in respect of work carried out on the National Fraud Initiative. This is reflected within miscellaneous expenditure within note 4 to the accounts.

## Relevant Audit Information

Each Director has taken all the steps that he ought to have taken as a Director to make himself aware of any relevant audit information and to establish that the Trust's auditor is aware of that information.

So far as each Director is aware, there is no relevant audit information of which the external auditor is unaware.

## Pension Liabilities

The accounting treatment of pension liabilities is explained in Note 1.20 of the annual accounts.

The summary financial statements which follow do not contain sufficient information for a full understanding of the activities and performance of the Trust. For further information, the full Accounts, Annual Report and Comptroller and Auditor General's Reports for the year ended 31 March 2011 should be consulted.

These can be obtained from: Mr Stephen McNally, Director of Finance,  
Southern Trust Headquarters,  
Craigavon Area Hospital,  
68 Lurgan Road,  
Portadown, BT63 5QQ,  
Tel: 028 3861 3982

# Summary Financial Statements for the Year Ended 31 March 2011

## NET EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2011

	<b>2011 £000s</b>	<b>Restated 2010 £000s</b>
<b>Expenditure</b>		
Staff costs	(316,207)	(303,291)
Depreciation	(11,516)	(12,009)
Other Expenditure	(194,053)	(208,729)
	<u>(521,776)</u>	<u>(524,029)</u>
<b>Income</b>		
Income from activities	22,570	20,916
Other Income	9,665	7,884
Transfers from reserves for donated property, plant, equipment & intangibles	426	394
	<u>32,661</u>	<u>29,194</u>
<b>Net Expenditure</b>	<b>(489,115)</b>	<b>(494,835)</b>
<b>Revenue Resource Limit (RRL)</b>	489,284	494,839
<b>Surplus against RRL</b>	<b>169</b>	<b>4</b>
<b>OTHER COMPREHENSIVE EXPENDITURE</b>		
Net Gain on revaluation of Property, Plant and Equipment	9	7,145
<b>TOTAL COMPREHENSIVE EXPENDITURE for the year ended 31 March 2011</b>	<b>(489,106)</b>	<b>(487,690)</b>



# Summary Financial Statements for the Year Ended 31 March 2011

## STATEMENT OF FINANCIAL POSITION AS AT 31 MARCH 2011

	2011		Restated 2010		Restated 2009	
	£000s	£000s	£000s	£000s	£000s	£000s
<b>Non Current Assets</b>						
Property, Plant and Equipment	265,321		250,678		249,823	
Intangible Assets	285		288		224	
Financial Assets	0		0		0	
Trade and other Receivables	0		865		0	
Other Current Assets	0		0		0	
<b>Total Non Current Assets</b>		265,606		251,831		250,047
<b>Current Assets</b>						
Assets classified as held for sale	0		0		0	
Inventories	3,417		3,493		3,017	
Trade and other Receivables	17,368		15,883		23,286	
Other Current Assets	431		5,160		531	
Financial Assets	0		0		0	
Cash and cash equivalents	514		626		2,005	
<b>Total Current Assets</b>		21,730		25,162		28,839
<b>Total Assets</b>		<b>287,336</b>		<b>276,993</b>		<b>278,886</b>
<b>Current Liabilities</b>						
Trade and other Payables	(61,820)		(47,724)		(51,910)	
Other Liabilities	0		0		0	
<b>Total Current Liabilities</b>		(61,820)		(47,724)		(51,910)
<b>Non Current Assets less Net Current Liabilities</b>		<b>225,516</b>		<b>229,269</b>		<b>226,976</b>
<b>Non Current liabilities</b>						
Provisions	(26,751)		(20,144)		(31,390)	
Other Payables >1 yr	0		0		0	
Financial Liabilities	0		0		0	
<b>Total Non Current Liabilities</b>		(26,751)		(20,144)		(31,390)
<b>Assets less Liabilities</b>		<b>198,765</b>		<b>209,125</b>		<b>195,586</b>
<b>Taxpayers' equity</b>						
Donated Asset Reserve	4,074		4,284		4,180	
Revaluation Reserve	23,689		19,931		12,494	
General Reserve	171,002		184,910		178,912	
		<b>198,765</b>		<b>209,125</b>		<b>195,586</b>

I certify that the Summary Financial Statements were approved by the Board on 2 June 2011 and were signed on its behalf by:

Signed..........(Chairman)

Date: 2 June 2011

Signed..........(Chief Executive)

Date: 2 June 2011

## **Southern Health & Social Care Trust**

### **STATEMENT OF THE COMPTROLLER AND AUDITOR GENERAL TO THE NORTHERN IRELAND ASSEMBLY**

I have examined the summary financial statement for the year ended 31 March 2011 set out on pages 38 to 45.

#### **Respective responsibilities of the Accounting Officer and Auditor**

The Accounting Officer is responsible for preparing the summary financial statement.

My responsibility is to report to you my opinion on the consistency of the summary financial statement within the Annual Report with the full annual financial statements, and its compliance with the relevant requirements of the Health and Personal Social Services (Northern Ireland) Order 1972, as amended, and Department of Health, Social Services and Public Safety directions made thereunder.

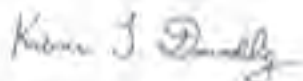
In addition I read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements. If I become aware of any apparent material misstatements or inconsistencies I consider the implications for my certificate.

#### **Basis of audit opinions**

I conducted my work in accordance with Bulletin 2008/03 'The auditors' statement on the summary financial statement in the United Kingdom' issued by the Auditing Practices Board. My report on the Southern Health & Social Care Trust's full annual financial statements describes the basis of my audit opinions on those financial statements and the part of the Remuneration Report to be audited.

#### **Opinion**

In my opinion, the summary financial statement is consistent with the full annual financial statements of the Southern Health & Social Care Trust for the year ended 31 March 2011 and complies with the applicable requirements of the Health and Personal Social Services (Northern Ireland) Order 1972, as amended, and Department of Health, Social Services and Public Safety directions made thereunder.



**KJ Donnelly**  
**Comptroller and Auditor General**  
**Northern Ireland Audit Office**  
**106 University Street**  
**Belfast**  
**BT7 1EU**

**24 June 2011**

CRAIGAVON AREA HOSPITAL	VISITING TIMES
ADULT WARDS	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm
CHILDREN'S WARDS	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm <b>PARENTS/CARERS:</b> Anytime
MATERNITY DEPARTMENT	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm <b>PARENTS/SIGNIFICANT OTHER:</b> 10.00am to 9.30pm
NEO-NATAL UNIT	Open visiting for: Parents, Grandparents and Siblings N.B. Siblings not allowed during winter months - October to April Other visitors can visit viewing gallery at any time
INTENSIVE CARE UNIT	2.00pm to 8.15pm

DAISY HILL HOSPITAL	VISITING TIMES
ADULT WARDS	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm
CHILDREN'S WARDS	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm <b>PARENTS/CARERS:</b> Anytime
MATERNITY DEPARTMENT	<b>AFTERNOON:</b> 3.00pm to 4.00pm <b>EVENING:</b> 6.45pm to 8.15pm <b>PARENTS/SIGNIFICANT OTHER:</b> 10.00am to 9.30pm
SPECIAL CARE UNIT	Open visiting for: Parents, Grandparents and Siblings N.B. Siblings not allowed during winter months - October to April
INTENSIVE CARE UNIT	2.00pm to 8.15pm



# Don't Waste Your Space



**1 in 8** outpatient appointments had to be cancelled last year because patients **did not attend** Southern Trust Hospitals/Clinics.

The cost of patients not attending appointments was **£4 million** in 2010.

**Please help us fight waste** – if you know you can't attend your appointment, let us know quickly and we can make sure your space isn't wasted.