



insight

ISSUE 10 SPRING 2011



Staff awards night

Becoming an NHS Foundation Trust

Safeguarding adults & children

local families for local children

We're looking for people with childcare experience interested in participating in our Family Link Scheme, which provides periods of daycare or respite care for disabled children of all ages in Bath & North East Somerset.

If you have experience and a few hours to spare we would love to hear from you. You can be single, or with a partner, with or without children. You need energy, common sense and patience. Ongoing training will be provided and you will be paid a small allowance.



Interested? Call Anne Giddings, Family Link social worker on 01225 394949 or email fmt_duty@bathnes.gov.uk www.bathnes.gov.uk



IT'S TIME.



Rental properties wanted in Bath
01225 329909

bath.lets@andrewsonline.co.uk

andrewsonline.co.uk

Dear Discharge Liaison Team,

CHANTRY COURT RETIREMENT VILLAGE - "AN EXCELLENT ALTERNATIVE TO A CARE HOME SETTING"

It is a known fact many older people fear the prospect of going home after a spell in hospital, particularly if they live alone. It is at this point that the medical team often refers the individual to a hospital Social Worker, who will carry out an initial assessment, and often conclude that a period of time in a Care home could help the individual further prepare for discharge home. Although certainly care home placements may be appropriate, many older people do not need the intensity of input that is available in a care home. Temporary placement to a care home often results in the individual not regaining the confidence to go back home. A high percentage of individuals never settle and become withdrawn and depressed, mainly due to losing a great deal of their independence, and ultimate control of their lives.

Chantry Court offers an individual the opportunity to rent a spacious, one bedroom apartment which is decorated to a high standard, fully carpeted, with a fully fitted kitchen. The rental is on an all-inclusive package basis, which includes, an emergency response service which will be covered by staff 24 hours a day, all utilities, council tax, full maintenance of inside and outside of the apartment, annual service charge, laundering of a set of bed sheets and a set of towels once a week, one hours domestic cleaning per week, a 3 course lunch daily, and full use of the many facilities within the village, which include, a lounge/bar area, cinema, and library/bridge room. This lifestyle encourages an individual to regain and/or retain maximum independence and also the choice of how much privacy versus interaction with others, he/she chooses to have. The rentals for an all-inclusive package start from as little as **£380.00 per week**.

In addition to the above Chantry Court also has its own in-house domiciliary team. Care packages are tailored to an individual's needs. The advantages are that the service provided will be carried out by a small body of staff who will quickly become known to the resident.

We at Chantry Court offer a short term stay to prepare people for return to their own home, or alternatively to come and live permanently, where an individual can live in his/her own personalised apartment, with a network of support at hand if needed.

If you should want more information about Chantry court, or would like to arrange for one of your patients and/or relatives to visit, or if you would like to see for yourself, on behalf of your patients, what we have to offer, please do not hesitate to contact one of the team on **01373 828800**. Visitors are welcome 7 days a week, and are most welcome to pre-book lunch for the day of their visit.

"Your patients deserve to have the highest quality of life, once discharged from your care. You can help them achieve this, by telling them about Chantry Court, which will give them the opportunity to explore the possibility of living in the village, and thus retaining as much as independence as possible"

Lisa Beeson RGN Dip
Head of Domiciliary Care, CVG

Welcome



Tristan Gemmell

The annual New Year Honours Awards for staff held at the Bath Assembly rooms, saw many RUH staff being recognised for their enterprise, innovation and commitment to care. Awards for innovation, team of the year, hospital hero – to name but a few – were given by our delightful celebrity MC, Casualty's Tristan Gemmell. (See page 16)

The RUH is beginning the very exciting journey towards becoming an NHS Foundation Trust hospital. We hope to be appointed as an NHS FT in April 2012. Before then we will be consulting and engaging with staff, patients and the public on our plans and all about how both staff and members of the public can become members of the Trust or be elected as a governor. (See page 9)



Anita Houlding

Senior Communications Officer / Editor

Editorial dates 2011

You can send your articles for Insight via email to anita.houlding@ruh.nhs.uk or communication@ruh.nhs.uk or you can send a paper copy via the internal mail. Deadline for copy for next issue is **25 April 2011** for publication early in June.

Contributors



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Senior nurse matron

Safeguarding – p6



Leigh Ingham

Charge nurse

Helping patients prepare – p10



Dr Kate Horn

Consultant

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Keeping you **safe**

It's reassuring to know that patient safety remains the number one priority for staff at the RUH, and that it is everyone's responsibility.

We like to keep readers updated on the improvements that continue to be made in relation to patient safety at the RUH. There are five key areas – we refer to them as workstreams – which form our Quality and Patient Safety Improvement programme; these areas are leadership, general ward, perioperative care management (care prior to, during, and immediately after surgery), medicines management and critical care management.

Assistant Director of Nursing Jo Miller updates us on the success of the Leadership workstream recently: "Each member of the Executive team has responsibility for visiting specific areas – such as wards, outpatient areas, laboratories, operating theatres, pharmacy and the emergency department – to increase awareness of patient safety at board and ward level. They are there to support and empower staff to discuss issues openly, identify solutions and to minimise risk.

"Last year 142 patient safety executive visits took place. These visits are

"They are improving communication and building strong relationships between themselves and front line staff."

informal, but notes are taken and actions identified, recorded and monitored for completion. It's a perfect opportunity to raise any issues, if we're aware, then we can do what we can to help resolve them.

"Staff in the pre-op assessment unit



Matron Alison Flower and Deputy Director of Nursing Jo Miller host a patient safety event

wanted to record feedback from their patients during their appointments but didn't have the resources to record that feedback instantly. We obtained a Patient Experience Tracker (PET) for

treatment and care. The information gathered helps staff address any improvements needed. The use of the PET helps us take the patient view and concerns into account and make changes as a result.

"All staff involved in the visits find them extremely beneficial, they say that it is good to be able to discuss patient safety in such an open manner and not feel vulnerable.

"The Executive directors are helping to promote a safety culture within the hospital, identifying areas of good practice as well as areas where improvements can be made. They are improving communication and building strong relationships between themselves and front line staff."

them. This is a handheld device which allows patients to instantly record opinions of their care, it asks them questions about cleanliness, attitude of staff, staff ability to work as a team, dignity and respect and whether they are being kept informed about their

Preventing Deep Vein Thrombosis

Sister Julie Vaughan talks through the leaflet with one of our patients



Many people will be used to hearing about the risks of developing a blood clot or deep vein thrombosis (DVT) from frequent long haul flights; you may be less likely to be aware that extended periods of immobility, such as a stay in hospital, can also lead to a DVT.

Staff at the RUH are making sure that DVT is no longer a mystery to anyone. They've been raising awareness of how to prevent blood clots during and after a stay in hospital, by providing an information leaflet to every patient as a matter of routine.

Sister Julie Vaughan explains: "Blood clots that develop in a vein are known as venous thrombosis. A DVT usually occurs in the veins that run through

the muscles of the calf and thigh, it can cause pain and swelling in the leg and may lead to complications such as pulmonary embolism. Pulmonary embolism is a piece of blood clot which breaks off into the blood stream and blocks blood vessels in the lungs. DVT and pulmonary embolism together are known as venous thromboembolism or VTE.

"Our patient information leaflet clearly explains more about DVT and pulmonary embolism and why it forms, who is most at risk and how it can be prevented during an inpatient stay. The leaflet also provides practical tips on what patients can do for themselves to reduce the risk once they go home.

"We've involved patients in the

development of the leaflet to ensure it is accessible and easy to read and their feedback has been really positive."

Patient Elizabeth Cheverton said: "It's important to raise awareness of the risk of blood clots. The leaflet is well presented and easy for patients to read."

Julie adds: "In addition to improving the information available for our patients, the hospital's Thrombosis Committee and the Patient Safety Team have introduced a range of measures to firmly embed VTE risk reduction practices across the hospital. All of our doctors and nurses receive training on how to identify and prevent blood clots forming in patients while they are in hospital."

Safeguarding adults and children

We all have the right to live our lives free from abuse

Chloe*, who has just celebrated her 13th birthday, comes into the antenatal unit because she is pregnant. Very specific concerns arise as underage sex is a serious child protection issue. As well as being physically and emotionally underage, Chloe is at risk of sexually transmitted diseases and the fact that she is underage indicates a coercive relationship with an older man. Our first duty is to this child and there are absolute requirements for us to get involved. The doctor contacts the hospital's lead for child protection, or on call Paediatrician, who advises referral to the Social Care child protection team.

Jack* a 9-month old child, has been brought into the fracture clinic with a spiral fracture of the humerus (lower) bone in his arm. The story staff hear doesn't fit in with his injury and alarm bells are ringing. The orthopaedic surgeon wants to get more detailed information about how his injuries happened and he contacts the on call Paediatrician; either Registrar or Consultant, to discuss the case and decide whether further investigation should take place.

These are just some possible abuse situations that staff face. Abuse can happen to anyone, anywhere, and the responsibility for addressing it lies with all of us.

For all staff at the RUH, safeguarding is a crucial element of the care they provide for both adults and children. The hospital has specific doctors and nurses who lead on safeguarding adults and children; they are involved in training both in recognition and management of abuse. They are also responsible for ensuring that the hospital satisfies the requirements of the Care Quality Commission (CQC) that appropriate systems are in place.

Consultant Paediatrician Peter Rudd is the named doctor for child protection at the RUH and Beverly Boyd is the named nurse. Peter says: "We regularly deal with child protection issues on the Children's ward. In the Bath clinical area alone, there are 250 children who have a child protection plan at any one time. Not all these children will come to hospital.

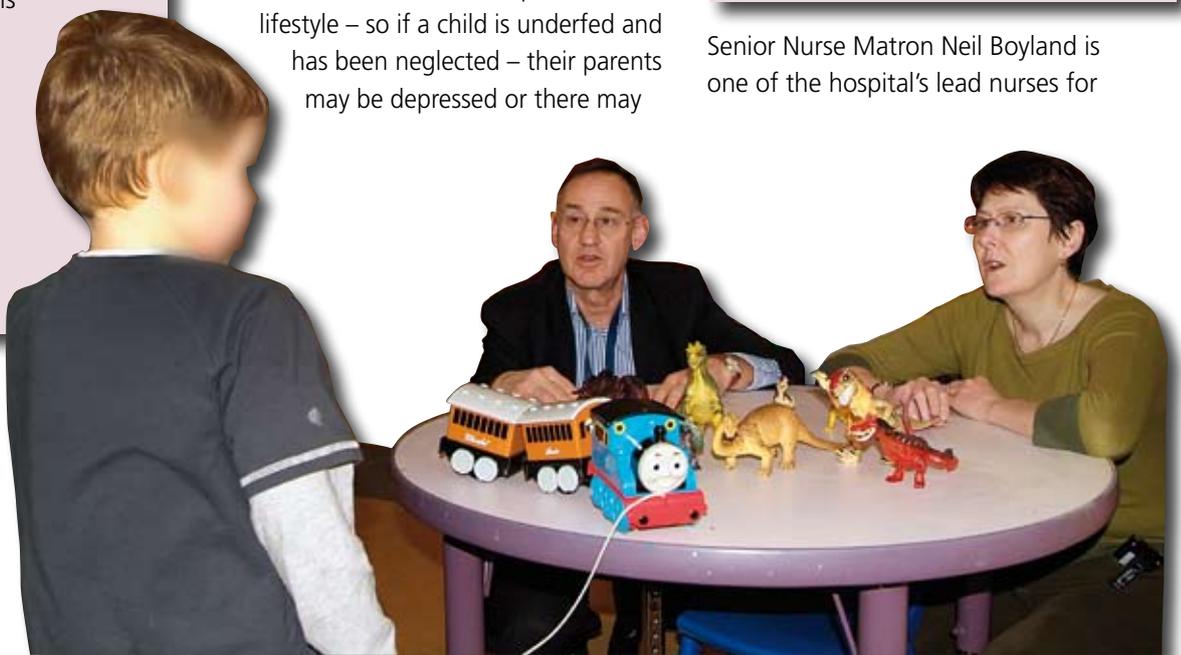
"Sometimes the issues we face are about education, or because of the parents' lifestyle – so if a child is underfed and has been neglected – their parents may be depressed or there may

be a drugs or alcohol issue. Our first duty is always to the child.

"Reporting abuse is everyone's responsibility and staff are trained to recognise the signs of abuse and know how to report it. We'd much rather staff contact us to discuss their concerns even if we find there are parenting issues, than to do nothing."

George*, who is 81, has come into the hospital directly from a nursing home with a suspected fractured arm. In talking to George about how he sustained his injuries, the nurse responsible for his care feels that the story emerging doesn't quite fit with the pattern of his injuries – something about this doesn't feel right to her. She's been trained to spot the signs of abuse and she thinks that George may have been physically assaulted. Once George has been treated and is resting comfortably, she makes contact with the hospital's lead for Safeguarding adults to discuss her concerns with him.

Senior Nurse Matron Neil Boyland is one of the hospital's lead nurses for



*These are not real individuals, but the scenarios are representative of abuse situations

safeguarding adults. Neil says: "Abuse happens across all social groups and takes many forms; physical, sexual, verbal, financial, psychological or neglect.

"The number of cases of adult abuse we see at the RUH varies from zero to five or six referrals in a week. Between March 2009 and April 2010 we dealt with approximately 161 cases. We'll never stop abuse, but our role is to identify if abuse has occurred and do everything that we can to protect the patient and to prevent further abuse happening."

Danielle* comes into the Emergency department with severe bruising to her face and arms. She tells the nurse how her husband had been out drinking and on his return home, lost his temper with Danielle when she told him she'd forgotten to take his suit to the drycleaners. His anger, fuelled by alcohol, overflows and he physically assaults her. This isn't the first time it's happened. The nurse finds out that Danielle has two children, a boy of 7 and a girl of 4 being looked after by a neighbour. We need to know what happened to the children as they could be at risk too. The nurse completes a 'cause for concern' form and notifies Social Care.

Child protection Nurse in the Emergency Department Emma Langhorn says: "Safeguarding adults and children is a high priority for staff and domestic abuse comes under the Safeguarding umbrella. Domestic abuse is a very complex situation, which has an impact on the whole family and we'll work closely with social care, health visitors and school nurses to help them."

The RUH has a policy for Safeguarding adults and children, which sets out the responsibilities, reporting and investigating procedures for the protection of vulnerable adults and children. This policy supports and encourages our staff to immediately report any concerns that they may have

about possible abuse; this may be whilst the patient is receiving treatment or care within the RUH or noting that the abuse may have occurred prior to the patient's admission.

Neil adds: "Staff who attend mandatory training receive an information leaflet giving advice on what they should do if they suspect that their patient is a safeguarding adult. They have an awareness of what to look for and, if they are concerned, who to contact. I always say to staff, 'if in doubt, shout'.

"There are two other safeguarding adult leads for the RUH, they are Sue Leathers and Kate Purser, who provide fantastic support to hospital staff and to myself. Our excellent relationship with social services in BANES and Wiltshire is also crucial – without them, we couldn't do what we do."

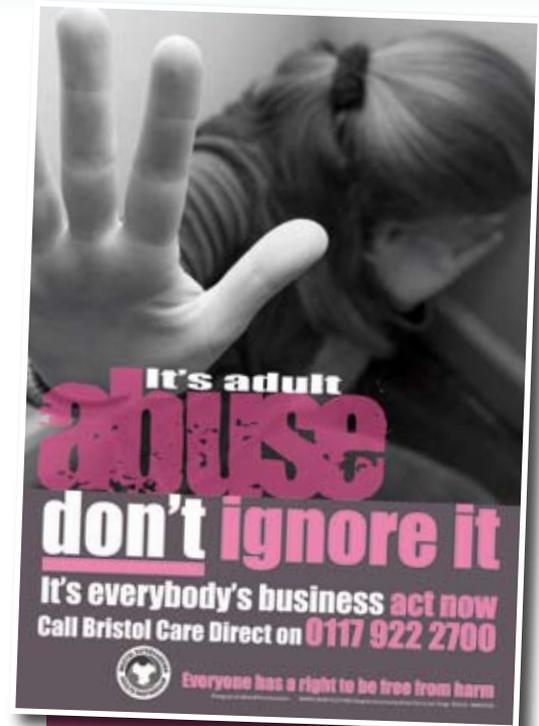


Sue Tabberer, who is Safeguarding Adults and MCA co-ordinator for Bath and North East Somerset

Community Health and Social Care Services says: "One of our most important tasks in health and social care is to protect vulnerable adults and children – who cannot protect themselves – from abuse.

"A significant part of our role is also to safeguard older and disabled people from abuse. A person can be vulnerable because of their age, learning or physical disability, mental health needs, if they are caring for someone else or misuse alcohol or drugs. Vulnerable people are at risk from those around them and anyone can be an abuser.

"Every day vulnerable adults are abused. And everyday people witness this and say nothing. We've recently launched a poster campaign to raise awareness and to advise people on what to do if they are concerned that someone is at risk of abuse." (see opposite)



A vulnerable adult is defined in the 'No Secrets' document (the Government's Guidance of Adult Abuse) as: 'a person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.'

Abuse may be physical or sexual. It may involve taking money without permission. It may include bullying or humiliation, or not allowing contact with friends and family. It may involve withholding food or medication.

Abuse can be the result of a single act or may continue over many months or years. Abuse can be accidental, or a deliberate act.

Anyone can be an abuser – a relative, a partner, someone paid to provide care and services, a volunteer, a neighbour, a friend or a stranger. Abuse can happen anywhere; in the person's own home, in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Yours sincerely

It's always pleasing to receive positive feedback from patients and their relatives for the support and care they receive from our staff and the Trust frequently receives letters of praise and thanks. Some also appear in the local press. Here are extracts from a few.

Mr C Gilham from Devizes wrote "I would like to thank the staff in the Emergency Department who provided me with excellent treatment. I was seen by a very helpful male nurse who monitored my temperature and blood pressure and administered pain control. I was seen next by Dr Abab who ensured that xrays were taken and a senior orthopaedic doctor diagnosed an infection in my knee and duly prescribed antibiotics. He was able to put my mind at rest about flying the following day. At a time when hospitals are receiving so much bad press, I wanted to say how grateful I was for the service provided by your hospital and would like to personally thank all the staff involved in treating me."

Ms T McCarthy from Epsom wrote "I was admitted to the Emergency Department in September. I wish to thank all the staff who took such good care of me. I was treated with such kindness by the staff on the short stay ward, that my stay was not the usual traumatic experience I have had in other hospitals. Many thanks."

Mr H Chapman from Chippenham wrote "... I feel bound to express my delight at the quality of nursing care on Waterhouse ward. The staff were not only professionally competent but endlessly reactive, patient, hardworking and (delightfully) genuinely humorous on a good many occasions. It is hard to imagine a ward providing better care at all levels."

Ms L Mumford from Whitley wrote "I came in for a pre-op assessment recently and was really surprised by the whole process. The Health Care Assistant Kat was wonderful; she was approachable, friendly, caring and considerate. She was extremely thorough and focused during my assessment and made sure, whilst I was seated in the waiting area, that I was okay and being dealt with. The waiting area was very clean and tidy and nurses ensured that everybody used the hand gel before going onto the ward. The staff were brilliant, and I would like to thank Vicky who took care of me. She also dealt with an elderly lady in the bed next to mine in a caring and reassuring way. I must single out the anaesthetist that I had during surgery, sadly I cannot remember his name, but he was extremely good and I was impressed by the great care he took once I was in theatre. My post operative care on the ward was really good. I have had numerous negative experiences at several hospitals, which is why I wanted to take the time to write and ask you to pass on my gratitude for a very positive experience on this occasion."

Mr D Strikland from Bath wrote: "Recently my wife Edna died on the acute stroke unit. There she had been treated with the highest standards of care and dignity, as well as with admirable professionalism. For this her family and I are so very grateful. This is not a routine 'our local hospital' tribute – it is based on many years of experience of acknowledged nursing excellence at the (original) Westminster Hospital. The staff at your unit deserve all the support it can get in these difficult times. Please accept this tribute and convey it to them also."

Mrs M Salter from Somerset wrote: "I wanted to sing the praises of your staff in Dermatology – they are stars and if hotels can have the status of five-star then your Dermatology department has a six. The team is superb. It is a pleasure to watch them working and thank you so much for looking after me so carefully."

Mr J Sandison from Bristol wrote: "Your (Respiratory) staff nurses were absolutely magnificent, not to forget your daily cleaner, as the ward was exceptionally clean. Thanks for taking care of me."

Becoming an NHS Foundation Trust



By April 2012, the Royal United Hospital NHS Trust plans to be an NHS Foundation Trust Hospital.

What does that mean exactly?

Well, NHS Foundation Trusts are unique organisations but still an integral part of

the NHS. They were first established by the Health and Social Care (Community Health and Standards) Act 2003.

They are based on the idea of cooperative societies and have members who are representative of local communities and staff. As an NHS FT, we will continue to deliver free care, based on need, not the ability to pay, but the biggest difference for our staff and patients is the fact we will become locally accountable to members who are drawn from staff, patients and the local community. In simple terms, we will be more accountable to our patients and our staff; patients and the local community will have a far greater influence in shaping our services and how the hospital is run.

In February and March our Chairman, Chief Executive and Deputy Chief Executive spent, and will be spending, many more hours talking to a wide range of staff about what it means to work in an NHS FT hospital and how they will be Members of the Trust as well as employees.

Chief Executive James Scott says: "Members are vital to the success of a Foundation Trust and we want to recruit patients, carers, and people in the local community to become a Member of the Trust. If you want to stay in touch with our plans or share your views on the future development of the RUH, then please consider becoming a Member."

Between the 21st March and 19th June 2011 we will be running a public consultation programme. Throughout this time, as well as registering your interest in joining, you can also give us your feedback on any aspect of



our NHS Foundation Trust application. You can do this from 21st March, via either our website, www.ruh.nhs.uk/foundationtrust or by picking up information about the Consultation from our Main Reception or any of our main outpatient clinic areas.

During the public consultation, there will also be a series of meetings, hosted by senior staff from the RUH. Some of these will be as part of existing community, local council or local interest group meetings. We will also be arranging a number of public meetings throughout Bath and North East Somerset, Wiltshire and South Gloucestershire. The details of these will be published in the press, placed on hospital notice boards as well as on our website, where you will also find lots more information about our NHS FT application.

"Patients and the local community will have a far greater influence in shaping our services and how the hospital is run"

Look out for the bright purple colour and the jigsaw as this will appear on all our NHS FT information.

Why the jigsaw motif?

Because a jigsaw is a combination of individual pieces, that work together in a particular way, to make something new.

Our NHS FT will be made up of individual members – staff and public who will work together in a given way to make something new – the RUH as an NHS Foundation Trust hospital.



Helping patients prepare for surgery

The first step on a patient's journey can be a scary business but our staff in the Pre-operative Assessment Unit do all that they can to allay any fears that patients have.

The Pre-op Assessment unit is where patients come to have what's been described as an MOT, in order to ensure they are fit to have their surgery. Around 1,000 patients a month are seen in the Pre-op Assessment Unit.

Charge Nurse Leigh Ingham (right) describes what happens at a patient's outpatient appointment in Pre-op: "During their visit, they'll complete a health screening questionnaire, giving details of their medical history, general history and any operations they've had before and any problems they may have had. We'll also ask about any medications they are taking. Then we'll undertake tests and any investigations that are needed before their operation and we may have their heart and lungs checked by either a nurse or a doctor."

Around 18 months ago patients may well have had to make more than one trip to the hospital and visit clinics in different locations, but now pre-op assessment is much more streamlined and efficient and most visits shouldn't take more than an hour or so, although some patients may be required to stay for up to about four hours if further tests or advice is required.

"A particular benefit of coming to the unit is that we're able to carry out these tests in one location; it's a one stop shop for taking blood samples, recording vital signs such as blood pressure and pulse. We also do a skin swab to indicate whether they have MRSA or not before coming into hospital. If necessary, we'll also do an ECG (electrocardiograph), a special test of the heart.

"We're acutely aware of the anxiety



*Charge Nurse Leigh Ingham,
Staff Nurse Linda Coltham,
Administrator Wendy Ellis*

they may be feeling and we'll put them at ease and make sure they have as much information as they want or need, so that they can make informed decisions. We're the patient's advocate and we're here to help and act in their best interests.

"A fit, fully informed patient is less likely to be stressed, and it's less likely for the operation to be cancelled due to illness. They'll make a quicker recovery and spend a shorter stay in hospital."

The unit also holds an anaesthetic assessment clinic every afternoon run by senior anaesthetists. Here patients are counselled about the potential risks of anaesthesia and surgery. We ensure that any complex medical conditions such as unstable angina or uncontrolled blood pressure are appropriately managed and, if necessary, advice is sought from other specialists such as



*Healthcare Assistant Claire
Matthews and Receptionist
Margaret Rumble*

Cardiologists, which speeds up the referral process.

Leigh continues: "Bringing all these services under one roof has meant a lot of change to the way we work, but it's brought everyone together and we're a really strong team. We're all extremely proud of the service the pre-op assessment unit offers."

You're Welcome at the RUH

The Department of Sexual Health and HIV Medicine at the RUH (formerly known as Genito-Urinary Medicine) is one of the first health providers in Bath and North East Somerset to achieve the You're Welcome quality standard, which recognises its commitment to making health services young people friendly.

The 'You're Welcome' quality standard, awarded by the Department of Health, sets out principles to help health services – both in the community and in hospitals – to 'get it right' and become young people friendly, ensuring that wherever they live, those aged 11-19 are able to access services that are better suited to their needs.

The sexual health service was assessed in ten areas, including accessibility, confidentiality and involvement of young people.

Consultant Dr Kate Horn says: "We're delighted to receive the You're Welcome quality standard.

"We ensure that our services are accessible to young people by providing walk-in clinics, which need no appointment, although booked appointments are also available. We also offer late appointments, which fit in with the active lives of our young local population.

"The service we provide is entirely confidential and we make that very clear to anyone coming into the sexual health department. In the waiting room we have a huge banner which states our confidentiality promise – we're here to listen, not to tell.

"As a result of engaging local youth groups and young people who use our services, we've launched a new sexual health website which includes a page specifically for young people – www.ruh.nhs.uk/sexualhealth – and we've redesigned some of our literature,



based on their feedback, to make it more upbeat and young person friendly.

"We also have a suggestions box in the waiting area, and once a month we produce a 'You said – We did' poster, which we display, to let people know

the young people of Bath and beyond. At the same time, he'll be unveiling the new name of the clinic – Department of Sexual Health and HIV Medicine.

The Mayor of Bath, Councillor Shaun McGall, said: "I'm pleased to be able

"I hope re-branding the department will be a great help in breaking down barriers"

that we've listened to their suggestions and, wherever possible, acted upon them.

"We are delighted that our efforts to ensure that young people receive the best possible healthcare in a way that is accessible and meaningful to them, has been recognised by the You're Welcome quality standard."

The staff are looking forward to a Mayoral visit in March when the Mayor of Bath will take a tour of the unit and meet staff to hear more about the work they are doing to make healthcare accessible to

to visit the sexual health department at the RUH to highlight the importance of sexual health. There were almost half a million new cases of sexually transmitted infections (STIs) in the UK last year. Currently around 86,500 people are living with HIV in the UK, and every year around 7,000 more people are diagnosed.

"I hope re-branding the department will be a great help in breaking down barriers as not everyone is comfortable with sexual matters. We need to ensure open access to local sexual health services which allow people to enjoy a healthy sex life."

Safety award for hospital catering



Photo courtesy of Bath Chronicle

Hygiene is a top priority for the RUH and our hospital catering service has been rated as one of the safest in the area by council environmental health officials.

We've been given a Merit Award for Food Safety from Bath and North East Somerset Council (BaNES). Only 39 of the 1,800 organisations inspected each year by the council hold a current Food Hygiene Award and we were one of only six to get one.

Hotel Services Manager Mike Newport said: "We're absolutely delighted to receive this merit award, which recognises the hard work of our catering team."

In order to achieve the Food Safety Merit Award, BaNES Environmental Health Inspectors undertook a rigorous risk assessment of food production processes and food service premises at

the hospital, scoring us on food safety management, cleanliness, significance of risk and confidence in management.

Our catering service provides three meals and seven drinks a day to patients, tailoring food to dietary and religious requirements. Inspectors gave us a five-star excellent rating.

Mike continues: "Our catering staff are highly qualified to ensure we comply with food hygiene legislation."

On the same day as we received the award, our Hotel Services Quality and Training Manager Annie Paines (right with Director of Estates and Facilities Howard Jones) was presented with the Chartered Institute of Environmental Health Food Safety Management, level 4 certificate. This excellent achievement means that Annie is now qualified to carry out audits and inspections to ensure food hygiene and safety

compliance, as well as providing training in food safety for new staff.

Mike adds: "This food safety merit award is a significant accomplishment and we are very proud that our staff's commitment to excellent food hygiene standards has been recognised in this way."



Just a minute...

with Chief Executive, **James Scott**



Q Name one thing you couldn't do without in your job.

A The other 3,999 of you, and my PA Helen.

Q What possession could you not live without?

A My i-pod classic.

Q Give one example of something you've overcome.

A A hurdle.

Q What talent do you wish you had?

A I wish I could play my drums like John Henry Bonham (drummer of Led Zeppelin).

Q What do you fear the most?

A Fear itself.

Q Who was the last person to thank you and why?

A The patient I held the door open for

this morning.

Q Name three ideal dinner guests (past or present) and why you'd invite them.

A John Peel (no introductions required I hope); Professor Brian Cox (the TV astrophysicist) and Jeremy Clarkson (whilst I may not agree with all his views he does make me laugh).

Q What's your favourite purchase and why?

A My Wilier road bike – even the gnarled old members of the cycling club admire it.

Q What was the last book you read?

A I tend to have more than one book on the go at any one time. I've just finished One Day by David Nicholls (without wishing to fall foul of any equality legislation, it was a bit of a girlie book!); I studied diplomacy in

the Second World War at University – very useful for my job – and still have an enduring interest in Churchill, so I'm reading *Finest Years* by Max Hastings; and I'm nearly finished a very amusing book, *French Revolutions* by Tim Moore, about cycling the Tour de France route.

Q How would you like to be remembered?

A As a good Dad!

Team of the month

The close-knit Forever Friends Appeal team is committed to achieving their fundraising goals. Their latest campaign to raise £3.1million for the NICU 'Space to Grow' campaign has been hugely successful.

The team has produced innovative and creative fundraising schemes; such as the Buy a Baby Brick scheme and the annual fundraising day Ted's Big Day Out, as well as the Mad Dash fun run and the Brownsword Challenge.

The Team of the Month award (won in October) recognises all of their hard work in engaging the support of the community – within and well beyond the boundaries of Bath – to help raise funds for new facilities, or state-of-the-art equipment at the RUH. Congratulations to each and every one of you.



People Moves

We'll be welcoming some new members of the clinical team at the RUH over the next few months.



Consultant Dr Deirdre Buckley (left) joins our Dermatology team from the Great Western Hospital in Swindon,

where she has developed surgical services for patients with skin cancer, nurse led immunosuppressive and biological clinics and a Type 1 Adult Allergy Service. Deirdre has an ongoing research interest and international profile in fragrance allergy and is a lead writer of patient information leaflets for the Audit and Therapeutics Committee of the

British Association of Dermatologists.

Dr Kelly Macdonald joins us as Consultant Radiologist. Kelly has previously worked as Clinical Fellow in Abdominal Imaging and Intervention at the University of British Columbia.

Dr Rebecca Bowen will be joining the hospital team in April as Consultant in Medical Oncology. Rebecca is currently working at the Royal Marsden and previously worked as a Clinical Research Fellow.

We also offer a belated welcome to Ms Fiona Cuthbertson, Consultant in Ophthalmology who joined us in

September. Fiona has come from the University of Oxford where she worked as a Clinical Research Fellow and prior to that, as a Senior House Officer in Ophthalmology at the RUH.



Dr Sarah Woodrow (left) also joins our Dermatology team from The Royal Cornwall Hospital's Trust in Truro. Her special interests include management of skin cancers, skin care of patients with organ transplants and vulval dermatology.

Customer Service Awards

Trauma Nurse Specialist Erin Houlihan has been recognised for her commitment to the work of the orthopaedic trauma service and her particular attention to our fractured neck and femur patients.



As well as providing an invaluable hip fracture information pack which assists in a patient's recovery, Erin has trained volunteers so that they can assist our patients at mealtimes to ensure they receive vital nutrition.

Erin's colleagues have benefited from her drive to initiate a neck of femur champions group, which enables non-registered staff to gain further education and expertise within the orthopaedic specialty. Her calm, approachable and supportive manner and her willingness to go that extra mile for a patient or a colleague makes Erin an excellent role model.

Doctor Anna Lydtin (above) has been setting a great example and her excellent work has been recognised by a patient recently treated in the Emergency Department and the Medical Assessment Unit. The patient commended Anna for her '...exceptional care, she has a commendable approach and attitude, thorough clinical skills and an excellent level of communication. Her kindness, empathy and genuine concern made me feel very special.' Congratulations Anna.



Congratulations to Andrew McMahon, Staff Nurse on Forrester Brown; Andrew received a Customer Service of the Year Award in recognition of his professionalism and excellent patient care.

All of the awards winners for 2010 attended the New Year Honours Awards night in January. See more about the celebrations on the centre pages.



Just a minute...



with **Sally Lewis**, Non-Emergency Patient Transport Service Manager

Q Name one thing you couldn't do without in your job.

A The support of a good team.

Q Give one example of something you've overcome.

A A life threatening condition.

Q If you could change one thing about working at the RUH, what would it be?

A Washing/changing facilities for staff.

Q What do you fear the most?

A The future for my grandchildren.

Q Who was the last person to thank you and why?

A A patient for listening and offering assistance.

Q Name three ideal dinner guests (past or present) and why you'd invite them.

A Sounds very corny but it would be my husband, son and daughter because they are good company, fun to be with and we don't have many family meals now as my son and daughter live away.

Q What's your favourite purchase and why?

A My Mulberry handbag – need I say more – it's gorgeous.

Q How would you like to be remembered?

A As a good mother, grandmother, daughter and wife.



Team of the year

A big round of applause to the Respiratory team who have just been voted Team of the Year at our New Year Honours ceremony (see page 16).

The Respiratory team has been recognised for their work to reduce the length of stay for patients admitted to the respiratory ward. The team have been focusing on ways to ensure that the right patients are in the right place at the right time and, as a result, they have considerably reduced the length of time respiratory patients need to spend in hospital.

95% of the beds on Respiratory are now occupied by respiratory patients, an increase from 48%. Being in the right place at the right time means more efficient access to specialist care, which can improve a patient's recovery rate and therefore they spend less time in hospital and so get back to the comforts of their own home in a much shorter time.

The Respiratory team's work has significantly improved the service, which has benefited both



patients and staff. Other areas within the hospital have adopted and adapted this way of working to improve patient care.

The Respiratory team also won November Team of the Month award.

Congratulations from us all on both of your awards.

Staff awards night

More than 200 staff enjoyed the annual New Year Honours Awards night, amidst the splendour of the Assembly Rooms.

The awards presented during the evening, symbolised the dedication, innovation and hard work of so many of our staff.

The Respiratory Team were voted Team of the Year (see p15). The Pharmacy Dispensary Team were voted Most Innovative Team; installing a pharmacy robot and a department redesign, enabled the dispensary team to deliver daily discharge prescriptions within an hour, reducing the time our patients have to wait for their medicines. Personal Achievement Awards were presented to individuals who had made an outstanding contribution and Loyalty Awards were given to staff in recognition of their long service. Staff Nurse Andrew McMahon was presented with a Customer Service of the Year Award.

Tristan Gemmill – notable for his role as Dr Adam Trueman on Casualty – was Master of Ceremonies and our celebrity guest for the evening. There was music from talented singer and staff member Samantha Nolan and the incredible Ambling Band filled the room with sound. It was a wonderful occasion. Well done to all the award winners.

We are very grateful to the RUH Charities Committee, Bath Chronicle, Tesco express, Apetito, the Royal Crescent Hotel, First Great Western and Unison for their support for the event.



Photographs are available to order, go to www.celiemannings.photography.co.uk, choose event and select RUH from the drop down list. The user name is celiemannings and the password is RUH2011.

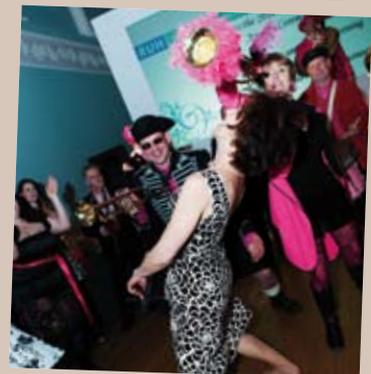


Hospital Hero

In partnership with the Bath Chronicle, the RUH once again invited members of the public to help them find a Hospital Hero for 2010. We asked "Has someone gone above and beyond the call of duty or made you, a friend, or a relative feel especially well cared for whilst at the hospital?"

We are delighted to announce that the Hospital Hero 2010 is Cherry Miller, Breast Care Nurse. Cherry has been recognised for her dedication and compassion in caring for patients with breast cancer, and for the support she gives to their families. Patients tell us that Cherry is a guardian angel, a hospital hero and a credit to the RUH.

Cherry was presented with her prize of £250, which had been very kindly donated by the Bath Chronicle.



Just a minute...



with **Bronia Charity**, Supplies Manager

Q Name one thing you couldn't do without in your job

A My staff

Q Name the first record you ever bought

A Telegram Sam by T Rex – very ageing.

Q What possession could you not live without?

A My passport.

Q If you could change one thing about working at the RUH, what would it be?

A The politics.

Q What talent do you wish you had?

A I wish I could paint.

Q What would be your ideal menu and where would you eat it?

A Anything Italian, eaten in a small village in the hills above Sorrento called St Agata.

Q What motivates you?

A Anything challenging.

Q What was the last book you read?

A Look back in Hunger by Jo Brand.



Q What single thing would improve your life?

A Retirement.

December Team of the month

Staff on Pulteney ward have earned their Team of the Month award by successfully complying with several key targets, as well as implementing a new initiative to improve standards of care for patients with Parkinson's disease.

The key targets included ensuring patients have early plans in place for their discharge from hospital; 50% of their patients were booked onto the transport service in advance so that, when the time comes to leave hospital, patients can do so without delay.

Staff also met key infection control standards by carrying out an audit of storage and cleanliness of equipment as well as achieving 100% in a safety check on drugs management and care of resuscitation equipment. Work is also underway focusing on aspects of care of patients with Parkinson's disease, which includes efficient access to our consultant specialists, and effective medicines management for this specific group of patients.

The many compliments they've received from patients and their relatives about the good standard of communication and level of care the staff provide, clearly demonstrates their successful team working.



Supporting Carers

There are over 16,000 carers in the area and more than 6 million in the UK. Many juggle work and other commitments along with their caring role and most do not realise the range of services available to them.

However, hospital staff are working with colleagues from Bath and North East Somerset and Wiltshire to ensure that people are aware of the support that is available to carers and how they can access it. Ward Manager Jon Willis explains: "Every day from 2-4pm, for a month, representatives from the Carers' Centre will base themselves on the Older People's ward and we'll be directing relatives and carers to them to find out more about the support available.

"These carers may exceed the formal care that health and social services provide and they need extra support

once outside of the hospital. Caring for a family member or a relative at home can be a stressful and vulnerable time, but often people are reluctant to ask for help as it might look like they aren't coping. If they don't get extra support then they may be unable to cope or become unwell themselves and their loved-one may be re-admitted to hospital – it's a situation that could be avoided.

"We want people to know that there is help at hand to anyone who may need extra support to feel more confident about being a carer. If this project is successful, then we'd look to rolling it out to other wards."

Anyone wishing to find out more about the Carers' Centre can call the Carers' line on 01761 431389 or the office on 01761 431388 or email info@banescarerscentre.org.uk



Carer Development Officer Jackie Short offers advice on the carers' support available



RUH is Tweeting

The RUH has moved into the world of social media following the launch of our own Twitter site.

We're using Twitter – the web-based method of communication – to help promote our work to staff, patients, the public, and key organisations. It won't replace our existing ways of engaging with you but will be used alongside them. The site is also accessible via mobile phones which have internet access.

Twitter is being used to regularly provide news about activities or events at the hospital, along with advice such as how to keep well and where to access the most appropriate kind of healthcare. We will also use it to advise on sudden or unexpected changes such as restrictions to visiting times or if any services are affected by severe weather for instance.

Helen Robinson-Gordon, Head of Communications and External Relations, says: "We recognise that our patients, staff, visitors and those who have an interest in the hospital don't all want to be communicated with in the same way. As a modern and progressive organisation we feel that the time is right to add Twitter to the range of ways we use to communicate and engage with people and it also enables those who choose to follow us on Twitter to get information quickly and give instant feedback."

Why not join in the conversation and follow the RUH on Twitter? Just go to www.twitter.com/RUHBath on your computer or internet-enabled mobile phone to do so.

Health Information Group

We invited patients, visitors and the wider community as well as members of staff to be members of a new Health Information Group, which aims to be the main source of comment, suggestion and debate for the hospital about our patient and health information.

As an acute hospital trust, we produce all sorts of information from leaflets to signs, website to video. We think that the recipients of that information should have some input into what we produce and how, in order to ensure we continue to deliver a high standard of patient information.

Helen Robinson-Gordon, the Trust's Head of Communications and External Relations says: "For us, it's all about listening to people's ideas and suggestions to ensure we provide the best information in the most appropriate way. We intend for this group to meet just once a month for about an hour, to help shape the way we communicate with our patients and visitors. We would hope that involvement like this will help ensure we provide the right sort of information in the right way for all our patients, carers and visitors and improve their experience at the RUH."

So, do you have a view on health information? Would you be interested in influencing how we produce information for you as a patient or a visitor? Or just as someone interested in communicating well? If so, email communication@ruh.nhs.uk to register your interest.

You can look at some of our current range of information by going to our website www.ruh.nhs.uk

CRS Millennium update

Good progress is being made with a project which will modernise IT services to help improve patient choice, patient safety, and the quality of care provided at the RUH.

The CRS (Millennium) project will see the replacement of the existing patient administration system (TDS) and Theatres systems, and will allow the hospital to link in to other national NHS systems.

Janina Cross, CRS Project Manager, says: "This project is about so much more than IT, as it is our unique opportunity to shape the way in which we work to ensure that, in the future, we will be able to focus more on patient care and experience.

"The project will create a tailored system that suits our needs and will mean that we will have a stable foundation, which will support the future requirements of the NHS.

"We've had a terrific response from staff, who have helped us design the system, they've come forward to

say they are interested in becoming our 'Champion Users', tasked with helping their department in the run up to the launch of Millennium this summer.

"We've had a terrific response from staff, who have helped us design the system."

"We are also running essential IT skills training courses to provide staff with the appropriate skills and confidence to use computers. These courses will continue to be run up to the start of the actual Millennium training and are open to anyone who feels they need support with IT skills before starting this training."

The project is currently in the testing phase, which means the system is being extensively checked to ensure it works as we want it to. After that, staff training will take place in parallel with the final preparations for Millennium going live.

Take a break

Answers to last issue's puzzles

Crossword

Across

1 Poult 2 Mistletoe 3 Delaware 4 Norway 5 Tinsel 6 Eleven 7 Indian 8 Roosevelt 9 Goat 10 Cake 11 Jacob Marley

Down

12 Blue 13 Pig 14 Silent Night 15 Toto 16 Carrot 17 Donner 18 Wine 19 Ten 20 Grinch 21 Italy 22 Shoes

Where am I?

Dresden



£50k boost for BIME

RUH-based disability design charity, Bath Institute of Medical Engineering (BIME), has been given a grant to help it provide more wheelchairs for young disabled children by loaning them out to local families.

Engineers at BIME have designed a fun motorised wheelchair, called the Wizzybug, to make it easier for children with a lack of mobility to get around. The charity has been given a grant of £50,000 from the Bristol based Starfish Trust.

BIME commercial manager Tony Husband said: "We're absolutely delighted to receive this amazing donation, which will enable us to help many disabled children in the Bath and Bristol area. As there is generally no statutory funding for very young children, many families miss out on the benefits the Wizzybug brings, due to lack of funds. This charitable donation will enable us to build a number of Wizzybugs to loan out to families."

The Starfish Trust was set up by Charlie and Mary Dobson in Bristol in 1988, who wanted to put some of their money made through business to good causes. The trust is now closing, and is handing out more than £1 million in cheques to local charities. Retiring chief executive Bob Woodward said: "It is sad to think that something that has been so fantastic has come to a close. I think the really lovely thing was to see the people's faces as they came up to get the cheques and to know how much of a difference it was going to make to their charities."

BIME employs engineers, designers, technicians and occupational therapists, and has been working to make life easier for disabled people of all ages for more than 40 years.



"This charitable donation will enable us to build a number of Wizzybugs to loan out to families."

The Wizzybug is a fun powered vehicle for disabled children aged 18 months to five. It has a range of controls and seating adjustments, and can be used indoors and outdoors. Any families or therapists interested in finding out

more about the scheme should contact BIME direct.

For more information call 01225 824103, email info@bime.org.uk or visit www.wizzybug.org.uk

Friends of the RUH Giving us a helping hand

Volunteering potential

Chief Executive James Scott recently spent a morning working as a 'student' volunteer, alongside Hospital Friends volunteer Audrey Brown. The dynamic duo served welcome teas and coffees to our patients on Chelseden ward and the Stroke Unit.

Audrey appraised James performance, she says: "James arrived at the Friends office for duty promptly at 9.30am – he's a good timekeeper. Before we went off to the ward, I checked that he was familiar with the fire drill procedure, made sure he was aware of the appropriate hand hygiene precautions he needed to take and I also ran through our book of rules with him

"James helped to stock the refreshment trolley, served hot drinks and did the washing up. He was very easy going, sociable and relaxed with our patients. During our time together he told me that he had worked in the NHS for nearly 27 years and that his first job had been as a porter in St Stephen's Hospital in London.

"We complete assessment forms for all our volunteers and James wasn't treated any differently. I reported that he had excellent hand hygiene, was a good boy who had potential and that he

would improve with practice!"

Audrey's summing up is an example of her wicked sense of humour, but the role that our volunteers play is certainly no laughing matter. They provide invaluable support to staff and patients in many ways, providing a listening ear, serving refreshments, helping at meal times, acting as guides, caring for the hospital's green spaces or working in the shops.

James says: "Two things stuck in my mind from that morning. I was delighted to see first hand the compassionate and professional way in which our nursing staff cared for patients on these two wards and I was particularly pleased to observe patients being treated with the utmost dignity and respect. And thank you to the ward staff for their welcome.

"The volunteers are an amazing bunch and the ward staff told me how much they value the work they do on the wards. You only have to see the list of areas they support – from helping serve tea on the wards, to working in the shops or maintaining some of our green spaces – to understand the significant contribution they make to the life of the hospital. Clearly the 'Big Society' is alive and well in the RUH and has been for a long time."



Bloomin' marvellous

Spring is just around the corner and our gardening team is coming out of hibernation to tend to the weary winter gardens around the hospital, to transform them ready for a riot of spring colour. Despite the team being small in number they work hard each Wednesday to make the courtyard gardens look attractive for patients, visitors and staff.

The green-fingered team is currently remodelling one of the courtyard

gardens off the main corridor. They're going to name it the 'four seasons' garden as they are planting it up to add colour and interest throughout the year. Take a look next time you walk down the corridor and watch their progress.

Anyone who has a little spare time during the day who would like to get involved in caring for the gardens, even to do a little watering during the lunch time, should contact Jayne Watkins on 01225 824046.

New Year **volunteers**

We welcome some new volunteers to the Friends of the RUH in 2011.

Roger Cook (right) is one of our new volunteers. A few years ago Roger was a patient at the RUH for a week. Whilst walking about in the hospital he became aware of the Friends activities and thought it would be nice to get involved. Roger says: "I love it, everyone is so friendly, especially Jayne and Samantha from the Friends office. It has provided me with the chance to give something back and I'm looking forward to continuing."

Lillian Skehan (pictured below far right with Claire Sherwood and Safa Othman) is volunteering in the Friends Coffee Shop once a week for three hours. She worked in the NHS as an auxiliary nurse, and then as a GP receptionist for 23 years. Lillian is about to retire and has decided to sign up for voluntary work: "I want to meet people and give something back."

Lisa Knight became a volunteer because she is pursuing a career in medicine: "It has opened my eyes to how people are cared for and has made me value my own health. I feel I'm making a difference. The nurses are really lovely and the cleaning staff are really helpful too. I was well prepared as I had four supported training sessions before I began."

If you are interested in volunteering for the Friends of the RUH there are various opportunities available, depending on the time you have to give and what you are interested in.

We have a waiting list for student volunteers as we have a limited number of spaces. To find out more, contact the Friends of the RUH on 01225 824046 or visit www.friendsoftheruh.org.uk



Helping the **children**

The Friends of the RUH recently donated £1,600 to purchase a one touch computer and slate tablet for children with special needs.

Head of Children's Occupational Therapy Eric Lucas said: "We're very grateful to the Friends for their support. This computer is important to our

therapists as it allows us to see how children are able to use technology to help them play and communicate, it's especially important to children with physical impairments. It will have a long term impact on the health and well-being of these children as the earlier they can make choices and interact, the more confident, they will be to engage and learn new skills."

Art

at the Heart of the RUH

There is a brand new exhibition of art at the hospital to liven up our corridors in spring.

The Royal Photographic Society (RPS) Member's Exhibition will exhibit over 100 photographs from photographers all around the world.

The Royal Photographic Society was founded in 1853 'to promote the Art and Science of Photography', a mission it continues to this day. Membership is open to everyone interested in photography in the UK and throughout the world, be they amateur or professional, artist or scientist, young or old.

The Royal Photographic Society stages three major touring photographic exhibitions: The International Print Exhibition and The International Projected Image Exhibition are both held annually and The Members' Exhibition is held biennially. There

is also an exhibition of member's work shown each month at Fenton House, the headquarters of The Society in Bath, UK.

Other art forms recently enjoyed at the hospital included **Soundbite:** Lunchtime Recital Programme. Bath Philharmonia's string quartet performed in the hospital's Atrium for the pleasure of patients, visitors and staff in an hour long programme of music.

One patient commented that the obvious enjoyment of the playing of music was infectious, saying: "I'm quite stunned by how beautiful this music is live, I'm amazed." A member of staff said: "The performance makes the RUH seem less clinical during visits."

Bath Philharmonia is forging strong ties with the wider local community and aspires to take music of the highest quality to those who may otherwise struggle to access it.



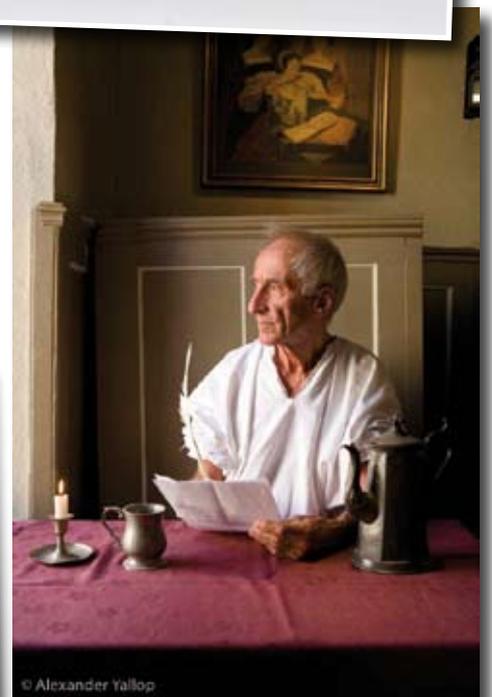


Arts Coordinator Hetty Dupays says: Soundbite is an initiative from Art at the Heart of the RUH to bring a diverse range of music workshops and live performances to the hospital. These free and exciting events have been shown to benefit patients, visitors and staff alike. This initiative aims to bring a variety of live music to the hospital, and the project aims to create an uplifting and positive environment and to create long-lasting relationships between the RUH and the wider community."

Music Co-ordinator Rosie Campbell, says: "Live performances in a hospital environment are a relatively new initiative and the benefits to patients, staff and visitors are clearly visible. There are therapeutic benefits of listening to live music; it improves the atmosphere and generally helps

people to feel happier."

Art at the Heart of the RUH is the charitably funded arts programme for the Royal United Hospital. The Soundbite Lunchtime Recital Programme is funded by the Joyce Fletcher Charitable Trust. For more information please contact 01225 824987 or visit our website www.ruh.nhs.uk/art



Forever Friends – update

Read about the latest activities of the Forever Friends Appeal and their supporters in and around Bath and find out about forthcoming events in their fundraising calendar.

'Raffle King' exhausted by the most successful raffle ever

The Forever Friends Appeal is still riding high on the eye-popping total of over £22,000 raised in their best ever Grand Christmas Draw.

It was masterminded by dedicated volunteer Mr Bill Viles (aka the Raffle King). Without Bill this fantastic result would not have been possible.

Selling tickets in the atrium for four long weeks, 12 hours a day he enjoyed every minute – although as you can see from his picture, he's now getting some much deserved rest.

The raffle success is also due to generous prize donor Tesco express, and all our supporters both in the hospital and beyond, so to all of them we say "thank you".



£1,000 raised by staff, families and friends

The Malayalee Association started the ball rolling with a mass street collection for the Appeal and followed it up by selling delicious curry to hospital staff and visitors looking for a tastie lunch during Ted's Big Day Out! Varghese Payyappilly, their spokesman said: "The RUH is a community that deserves support like any other community and we are delighted to have raised so much to help premature babies and their families in such a short



time. We enjoyed working as a team and the community spirit it created we hope will encourage others to do the same."

The Malayali Community (inset picture) cooked up a fantastic Curry Feast during an event at Bath City FC in November, which was well supported by staff and friends.

A Walk to Remember – Sunday 21 May 2011

Established in memory of Vanessa Kyte – fundraiser and supporter of oncology care at the RUH – this is a walk that will challenge you all the way. The route follows 21 miles of the Kennet and Avon Canal from Devizes to Bath and aims to raise sponsorship funds that will contribute to state-of-the-art equipment for cancer care. Come along and improve your fitness amid friends and beautiful scenery. You can do just a part or all of the distance while helping the cause; sign up today by calling Jo Hones on 01225 825823.





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EDITORIAL

Set in spacious grounds and with wonderful facilities for its Juniors and Seniors, RHS Bath is one of 26 schools within the Girls' Day School Trust, the leading provider of girls' education in the UK. Running some of the highest performing schools in the country, the GDST is also committed to accessibility:

scholarships and bursaries are available. RHS Bath builds on a fine tradition of expertise in the education of girls; they thrive in an environment which allows them to discover their strengths without self-consciousness. Student happiness and welfare are central. Flexi-boarding from year 5 upwards is also on offer – enjoyed by the girls and useful for parents.

With record A level results (29% grades at A*), a superb first set of IB results and outstanding GCSE results in 2010, The Royal High School Bath continues to flourish. New parents and students note our broad curriculum and array of clubs and societies and they always comment on the quality of teaching that the students experience on taster days but what pleases us is the consistent acknowledgement of the school's atmosphere - its friendliness, its 'buzz' and sense of purpose. We are about expertise.

Our girls, from 3 to 18 years old, thrive intellectually and emotionally, free from the gender stereotyping: our most popular subject at A level is Mathematics! Our students learn their lessons about their world and themselves at their own pace and in a

spirit of cooperation. There's a quality of compassion and intuition which is pleasing and nurturing. We're not 'girly', we're about girls.

The Sixth Form College enjoys excellent facilities with students able to choose either A levels or the IB Diploma Programme. The college combines the best of traditional teaching with modern learning resources and enjoys a great track record in helping students gain places at leading universities.

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The ethos of the Home is Christian and has a Chaplain who is an ordained minister.

For further information and a brochure please

Tel: 01225 465694.

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Email: fostering@actionforchildren.org.uk

www.actionforchildren.org.uk/fostering

as long as it takes

Registered charity nos. 1097940/SC038092. Company no. 4764232.

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STOP RENTING START BUYING



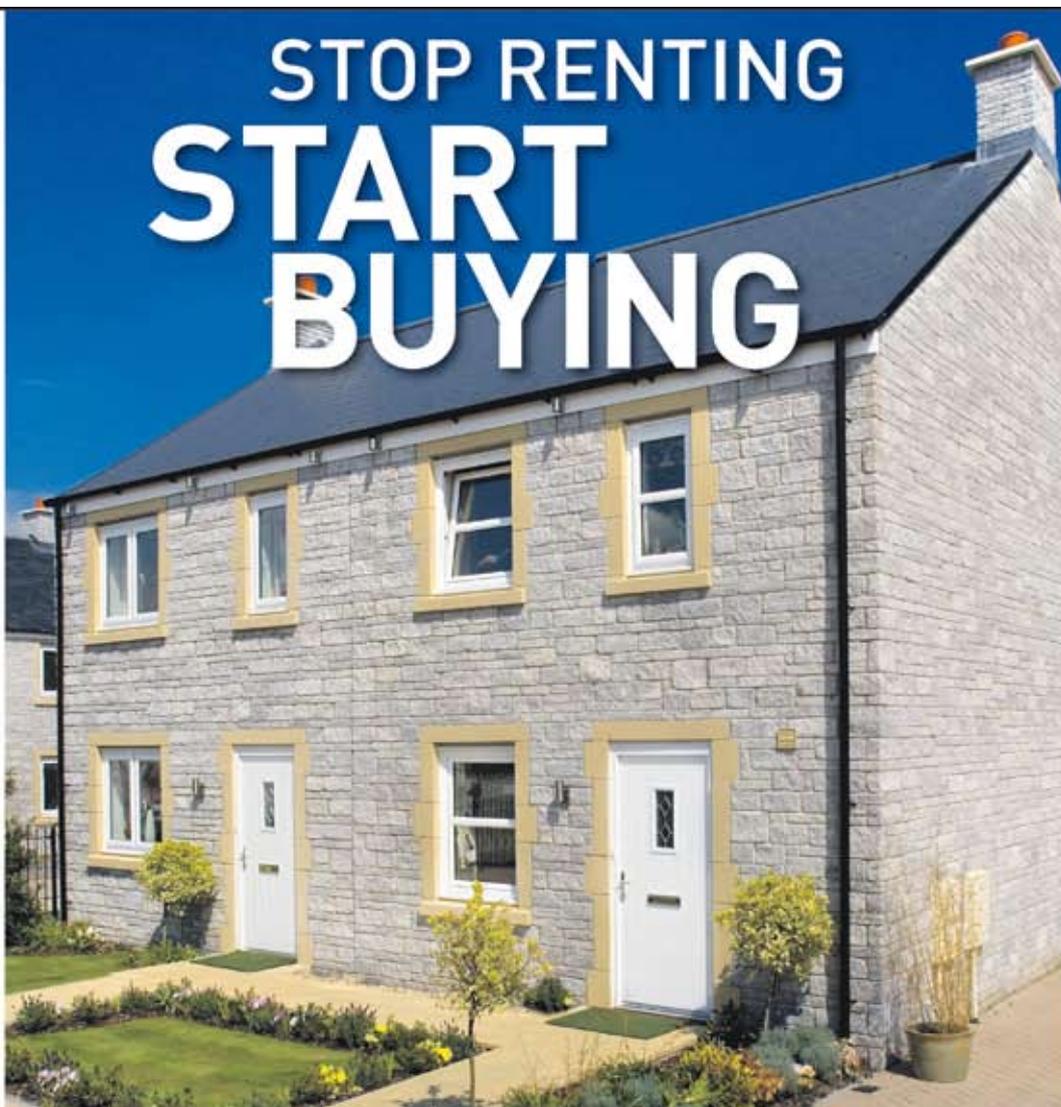
Jasmine Place, Maxwell Road,
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Show homes open daily 11am - 6pm



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*Shared equity schemes available on selected plots only. Terms and conditions apply subject to contract and status. We provide a loan of 15%. Repayment of loan is based on the value of the home after 10 years or when the property is sold or transferred if earlier. Images typical of Barratt homes. See website for full terms and conditions. (Prices correct at time of going to press.)
*£9,400 deposit is based on 5% before 15% loan has been applied and assumes a purchase price of £187,995.

CARE VISITS AT HOME
We care passionately



Call our professional team on 01225 445225



Our staff

Our staff are caring, trained to give medication and police checked.

Alternative

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care 'just happens'.

What we offer

We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

Contact us

Visit us online at www.bluebirdcare.co.uk
Call our professional team on 01225 445225

Bluebird Care, Kingston House, Tel 01225 445225 www.bluebirdcare.co.uk
Pierrepont Street, Bath, BA1 1LA Fax 01225 442214 bath@bluebirdcare.co.uk

WRVS positive about age
practical about life

Working together to make Britain a great place to grow old

WRVS delivers practical services for older people to help them to live well, maintain their independence and play a part in their local community.

Due to the changing needs of older people WRVS has adapted to offer services to help somebody prepare for hospital stays whether that is helping to find care for pets, pack bags or arrange transport. We are then able to help with getting settled back at home when leaving hospital, helping with shopping, collecting prescriptions or just offering a helping hand around the house.

Last year through our Home from Hospital service our team of amazing volunteers helped over 1,000 people feel confident about leaving hospital and returning home earlier than might otherwise have been possible, knowing they would be supported by regular visits from people in their local community. For further Information please call 0845 601 4670.

Helping you live the life you want whether you are an older person or care for an older friend or relative

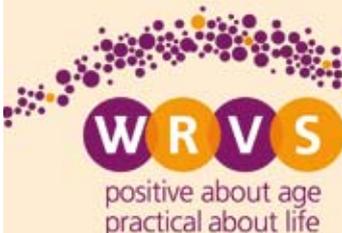
WRVS helps over **100,000** older people every month, to stay independent at home and active in their community through over **2,000** locally provided services such as befriending, community transport and Home from Hospital support.

"The Service is absolutely brilliant; it has totally altered my life."

Michael, 76, is housebound and uses the WRVS Scottish Borders Rural Transport Service

If you need help or know an older person who needs help or if you would like to volunteer or make a donation, call **0845 601 4670** or visit wrvs.org.uk

Registered charity 1015988 & SC038924 H4001C



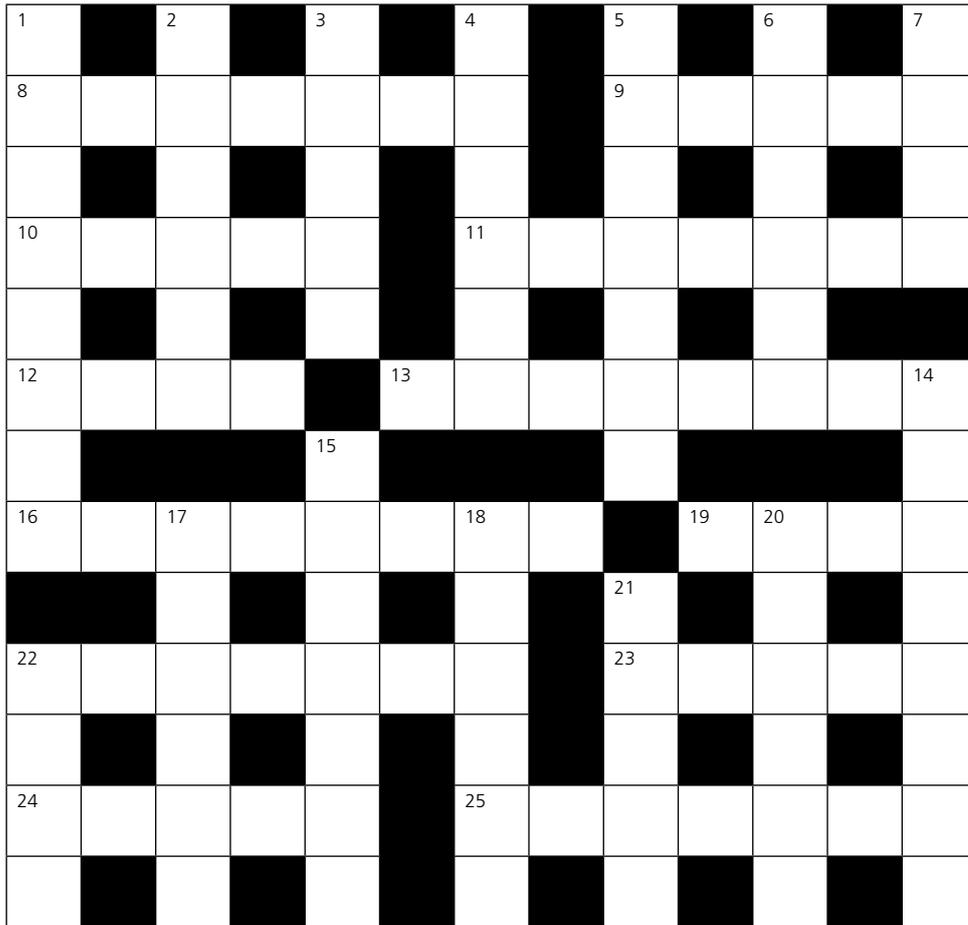
Making Britain
a great place
to grow old





Take a break

This is your chance to win a £50 shopping voucher to spend in the House of Fraser store, Bath. All you have to do is complete BOTH puzzles correctly and return them to the Communications office by 27 April.



Across

- 8. Pear-shaped fruit
- 9. Capital of Vietnam
- 10. Religious recluses
- 11. Foretell
- 12. Having eyes
- 13. Deeply respectful
- 16. One who surveys
- 19. Injure
- 22. Holy
- 23. Easy pace
- 24. Move to and fro
- 25. Make larger

Down

- 1. Innocuous
- 2. Spring suddenly
- 3. Stern
- 4. Dead body
- 5. Having wheels
- 6. Immature
- 7. Wither
- 14. Tied up
- 15. Dizzying sensation
- 17. Dried grape
- 18. One-fifth of the atmosphere
- 20. Not yet born
- 21. Each day
- 22. Scarf

Guess who?

I am originally from Sunderland and have a degree in Scandinavian Studies as this is where I was heading when I joined the BBC in 1968 as a studio technician in local radio.

I began making farming and arts programmes for Radio Bristol before moving on to direct outside television broadcasts for sport and religious programmes.

I started work as a journalist in regional TV in Plymouth, Southampton and Brighton before joining BBC TV news in London in 1979. Although I covered some overseas stories, I also spent two years as a court correspondent.

I have reported on major wars of recent years, including the Gulf War and the conflicts in the former Yugoslavia, Albania, Rwanda, China and Seirra Leone. In 1980 I covered the seige of the Iranian embassy.

In 1989 I became the BBC's chief news correspondent and covered the suppression of the student uprising in Tiananmen Square for which I won an award. My honours include three RTS awards, the Bafta Richard Dimbleby Award and the Broadcasting Press Guild's Award for Outstanding Contribution to Broadcasting. I was awarded an OBE in 1993.

Who am I?

Name:

Contact details:

Congratulations

Congratulations to last edition's winner, Penny Simmonds from Haematology. Her entry won her two tickets to see the Russian State Ballet of Siberia perform Sleeping Beauty.