



The NHS Northern  
HOTEL SERVICES TRAINING ADVISORY GROUP



Present a one day Learning Event on:

## THE ESSENTIALS OF PATIENT HEALTHCARE INSPECTIONS

to be held

**THURSDAY, 13<sup>TH</sup> OCTOBER 2016**

At

**PRESTON MARRIOTT HOTEL,  
The "Broughton" Suite, Preston Marriot Hotel,  
Garstang Road, Broughton, Preston, Lancashire, PR3 5JB**

.....

The Northern TAG Hotel Services Group are presenting an informative and interactive two part training day. The first half of the day is to provide resources that will help you and your team prepare for a planned or unplanned inspection. The second part of the day will concentrate on Patient engagement and experience.

We all face inspections within our hospitals and community services at some time. Whether it's daily, weekly or annually, inspections are becoming a routine expectation within a healthcare setting. But no matter how well prepared you are there may be further resources available to assist in its smooth running.

This one-day learning event will cover how best to support your team through the challenge of an inspection and have the opportunity to understand what key areas inspectors will check and how to plan ahead.

There will be representatives from Health and Safety and Environmental Health providing information covering a wide range of key areas and there will be presentations linked to the Carter Report in relation to waste and sustainability.

Also within the day, we will look at technology and innovation and how you can move forward with this to improve patient focused services.

Within the NHS, we all play an important role towards improving patient care and enhancing 'patient experience'. Tommy Whitelaw, will speak about his journey whilst caring for his Mother who had been diagnosed with vascular dementia, demonstrating the importance of linking up services and going the extra mile for patient and carer.

**The cost of attending the Learning Event is £125.00 per person OR £100.00 per person if two or more attend from the same Trust/Organisation. This includes attendance at the learning event, course handouts, coffee/tea on arrival, mid morning coffee/tea and a two-course lunch. If required, invoicing can be arranged for the new financial year.**

**WE ARE EXPECTING THIS WORKSHOP TO BE EXTREMELY POPULAR. RESERVE YOUR PLACE NOW**

**THE ESSENTIALS OF PATIENT HEALTHCARE INSPECTIONS**  
**THURSDAY, 13TH OCTOBER 2016**  
**PROGRAMME**

*An inspector may look at specific issues associated with the workplace, the work activities, your management of health and safety and to complete checks to ensure that you are complying with health & safety law. Nicola outlines how "The Bay Way" team pulled together to turn around the health, safety & welfare development points in a large acute multi-site NHS Foundation Trust.*

**8:45am REGISTRATION**  
Tea, Coffee and Bacon Roll

**9:15am WELCOME & INTRODUCTION**  
**Presenter – YVONNE WIDDOWS**  
Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust  
(Chair of the Hotel Services TAG)

*A welcome to the day and an introduction to the Hotel Services Training Advisory Group.*

**9:45am WHEN THE HEALTH INSPECTOR CALLS.....**  
**Presenter – MARK GREEN**  
Former Environmental Health Officer

**10:15am "THE WORKPLACE OF THE FUTURE - IT'S NOT WHERE YOU GO BUT WHAT YOU DO"**  
**Presenter - VERONICA SOUTHERN**  
Speech and Language Therapist, Clinical Lead in Telesolutions, Blackpool Teaching Hospitals NHS Foundation Trust, Director of Veronica Southern Telerehab Ltd and Teleswallowing Ltd

*The presentation gives a flavour of how clinical services could look, with technology existing now ... we just need to apply some creative thinking and be willing to change.*

**11:00am MID MORNING BREAK**  
Tea, Coffee and Biscuits

**11:30am WHEN THE HEALTH AND SAFETY INSPECTOR CALLED AT THE UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS TRUST**

**Presenter - HEALTH & SAFETY TEAM**  
University Hospitals of Morecambe Bay NHS Foundation Trust

*We all know that health and safety inspectors have the right to enter any workplace without necessarily giving notice.*

**12:00pm LUNCH**  
Served in the restaurant

**1:15pm "IMPACT OF THE LORD CARTER REVIEW ON HEALTHCARE WASTE MANAGEMENT"  
EFFICIENT AND EFFECTIVE STRATEGIES**  
**Presenter - MARK BUTTERWORTH**  
Dangerous Goods Safety Adviser & Waste Consultant, Specialist Training and Consultancy Services

**2:00pm "I CARED FOR MY WONDERFUL MUM JOAN"**  
**Presenter - TOMMY WHITELAW**

*Tommy Whitelaw was for five years full-time carer for his mum Joan, up until she sadly passed away in September 2012.*

*At the time my mum was diagnosed with vascular dementia, I looked at her and thought to myself "it'll be ok, we'll get through this." What I soon learned as her carer, was that dementia was an unpredictable illness which brought many challenges and forced us to adapt to ever-changing routines. Many days we would wake up to discover that everything we had grown accustomed to have suddenly changed again.*

**3:15pm SUMMARY AND CLOSE**

**SAFE JOURNEY HOME**

## **THE ESSENTIALS OF PATIENT HEALTHCARE INSPECTIONS**

**THURSDAY, 13TH OCTOBER 2016**

### **SPEAKERS**

#### **YVONNE WIDDOWS**

##### **Chair of the Hotel Services TAG Group and Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust**

Yvonne is the Senior Site Services Manager for Blackpool Teaching Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Trust. She has worked in the Facilities Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients. Yvonne is the PLACE (Patient led Assessment of The Care Environment) Lead for the Trust and works with colleagues across all Divisions to ensure the 'patients' experience' with regard to environment are exceeded. Yvonne is a trained 'In-House Coach' and delivers coaching conversation training sessions and Talk Safe training sessions within the Trust.

#### **MARK GREEN, MCIEH**

##### **Former Environmental Health Officer**

Based in Chester, Mark is an Environmental Health Officer, who has specialised in Food Safety issues for over 25 years. Mark was a Food Safety and Health and Safety Manager at Chester City Council from 1998 and subsequently at Cheshire West and Chester Council following the Local Government review and merging of Authorities in 2009.

Following retirement in 2011 Mark has operated an independent Food Safety Consultancy offering HACCP advice and food safety audits for food businesses including some NHS Trusts. Mark is a Registered Training Centre with the Royal Society for Public Health and provides all levels of Food Hygiene Training.

#### **VERONICA SOUTHERN, MA BSc MRCSLT**

**Speech and Language Therapist, Clinical Lead in Telesolutions, Blackpool Teaching Hospitals NHS Foundation Trust, Director of Veronica Southern Telerehab Ltd and Teleswallowing Ltd**

Veronica is a specialist in the design and development of clinical services enabling clinicians to use technology in the delivery of patient care. She is director of Teleswallowing Ltd and Veronica Southern Telerehab Ltd, and an SLT of 25 years standing with a MA in health research. She is a multi-award winning clinician and has now come out of clinical practice to be Clinical Lead in Telesolutions at Blackpool Teaching Hospitals NHS Foundation Trust. She has developed the use of computer therapy for post-stroke communication and has designed the Teleswallowing approach (remote assessment of eating and drinking disorders) from initial concept to a clinical tool. Veronica is a regular contributor and presenter at conferences and has recently won a Highly Commended award through the NHS Challenge Prize in Rehabilitation for her ideas and innovations.

#### **HEALTH & SAFETY TEAM**

##### **University Hospitals of Morecambe Bay NHS Foundation Trust**

We are a small team of six who work across three main sites at Kendal, Lancaster and Barrow and two smaller hospitals at Ulverston and Morecambe.

We deal with anything and everything to do with Health & Safety and Security across the Trust, and provide advice, guidance, investigation and training. With around 6,000 staff members and countless patients and public coming through our doors we strive to ensure that our Health and Safety management systems are robust and that our staff have the appropriate skills and knowledge to implement them.

## **THE ESSENTIALS OF PATIENT HEALTHCARE INSPECTIONS**

**THURSDAY, 13TH OCTOBER 2016**

### **SPEAKERS**

#### **MARK BUTTERWORTH**

**Dangerous Goods Safety Adviser & Waste Consultant,  
Specialist Training and Consultancy Services**

Mark is the Technical Director of Specialist and also the Company's senior consultant for dangerous goods, waste and safety matters.

He is one of the founding members of the Company. Although Mark's degree was in Business, he soon moved his intellectual focus into the world of safety and dangerous goods. He has a formidable knowledge of the technical and regulatory aspects of dangerous goods and waste and has developed a national reputation for his expertise in many areas. In particular he is regarded as a leading expert in the transport and disposal of clinical and infectious waste. He is a regular guest presenter at a variety of professional organisations and NHS managers' events. Mark also has expertise in the transport of other specialised dangerous goods loads such as radioactives and explosives. Mark is an accomplished trainer and still likes to keep his hand in teaching on DGSA and specialised dangerous goods transport courses.

#### **TOMMY WHITELAW**

**Health and Social Care Alliance Scotland**

For five years Tommy Whitelaw was a full-time carer for his late mother Joan who had Vascular Dementia, and in 2011 Tommy undertook a walk around Scotland's towns and cities to collect hundreds of life story letters detailing the experiences of individuals caring for a loved one living with dementia.

Since then, he has engaged with thousands of carers through his 'Tommy on Tour' blog and as Project Engagement Lead with the Health and Social Care Alliance's Dementia Carer Voices Project, conducting frequent talks to health and social care professionals and carer organisations across Scotland, to raise awareness of the impact of dementia on families and the importance of empowering carers in carrying out their difficult but vital role.

Tommy's passion for his work and the Dementia Carer Voices Project has not gone unnoticed. He was the winner of the 'Age Scotland Jess Barrow Award' in 2013; Finalist Campaigner of the year 2013 for 'The Herald Scottish Politician of the Year Awards' and won the NHSGGC Chairman's Ambassador Award 2013.

Most recently, in January 2015, Tommy was awarded the 'British Citizen's Award for Services to Healthcare' in recognition of his work to raise awareness of dementia and promote a fuller understanding of the carer journey.