

## Addiction Recovery Community Hounslow wins Team of the Year at the Royal College of Nursing Awards

CNWL's Addiction Recovery Community in Hounslow (ARC Hounslow) won the prestigious 'Team of the Year' award at the Royal College of Nursing (RCN) ceremony at Liverpool Cathedral on Friday 10<sup>th</sup> November 2023. The award celebrates dedication and excellence in nursing and improvements in patient's quality of life. This is a tightly contested category, full of inspiring teams from across health services.

According to the RCN, this year saw the awards attract their highest-ever number of entries and the judges commended the finalists for their commitment, dedication and compassion.

ARC Hounslow's hard work and team cohesion have not only earned them the title of 'Team of the Year', but they have also contributed significantly to success of the service. The team have reduced health inequalities and stigma by improving the access of marginalised drug using populations to hepatitis C testing and treatment. Specifically, ARC Hounslow was one of the first drug and alcohol services to achieve hepatitis C micro-elimination two years before the NHS England's target of 2025. This impressive achievement continues to be sustained 7 months on and is a direct result of the effective team working and a shared goal to save our service users' lives.

Our service users have reported high levels of satisfaction with ARC Hounslow and good therapeutic relations with the team. One patient summed up their experience and how they had been treated and said:

*"diligence, kindness, empathy and instructional"*

Other service users have said:

*"Sensitive and empathic. Most helpful and professional."*

*"I was treated with respect, friendly worker"*

Here's to many more successes and recognition of their hard work. Congratulations once again to the ARC Hounslow team, and thank you to all of them for being an integral part of our exceptional team at CNWL.

