

TRUSTtalk

Magazine for staff, members, volunteers and people who use our services



Spring 2020

We care
We respect
We are inclusive



The Spring issue of Trusttalk has been delayed due to the Coronavirus pandemic. Please note, many of the photographs in this issue were taken before social distancing was a requirement.



Dr Navina Evans

Chief Executive FOREWORD

AS you will understand, the focus of the Trust at this time is solely on supporting staff, patients and our communities during the Coronavirus outbreak. I cannot begin to tell you how proud I am of the way our staff have responded in these unique times. When we come out of this period, I will be able to tell you in more detail, the many ways our staff have served the community and the NHS. But for now, here is the Spring issue that was already in the pipeline.

It feels so long ago now but it was only in February that we launched the ELFT Promise at our Staff Awards Event. For some time, we have been aware that staff have a sense of doing things the 'ELFT way' or describe processes as 'the way we do things at ELFT. So we were keen to come up with a shared understanding of what this means as it is an important part of our identity as a trust. The ELFT promise is a powerful undertaking to people in our care that we will use our energies at all times to help them to reach their goals – the ELFT way!

Our Staff Awards 'Oscars' was, as always a fun and uplifting event. The joy on the faces of the Newham Speech and Language Therapy team as they danced across the stage to pick up their Improving Staff Experience Award made everyone smile. Hearing one of our service users, Robbie Goddard, on stage to present an award, say "These are the awards that really matter" brought a lump to my throat. And as if that wasn't enough, this year's Awards Ceremony was the last one for our outgoing Chair Marie Gabriel CBE. Although she has assured us that she intends to be back

next time as a guest presenter. You can read all about the award winners on pages 10 & 11.

In February, I was delighted to meet new colleagues at Leighton Road GP Surgery in Leighton Buzzard, Bedfordshire. Joining forces with GP practices will enable us to support individuals and our communities at an early stage to equip them to go forward in the way they want to. We welcomed Bedford's Caudwell Medical Centre into the ELFT family on 1 April. I look forward to meeting them in due course too. (Page 6)

We have a new Chair: Mark Lam was formally appointed by the Trust's Council of Governors at a virtual meeting on 14 May. Mark is also chair of Barnet, Enfield and Haringey Mental Health Trust (BEH) and will divide his time between both trusts. (Page 3)

We also welcomed Professor Sir Sam Everington to our Trust Board. Professor Everington was a GP in Tower Hamlets and Chair of the Clinical Commissioning Group, so he brings extensive primary care experience to the board which will benefit us as we expand into primary health care.

Mary Elford, our Vice Chair for Bedfordshire and Luton, has been appointed as Chair of Cambridgeshire Community Services NHS Trust (CCS). Mary will start her new role with CCS on 1 April 2020 and remain in her ELFT Vice Chair role until the summer. (Page 4)

On page 5, you can hear about a brand new role that is going to be key in the way we support people with mental health problems. Our new Clinical

Associates in Psychology, or CAPs as we are already calling them, form part of our mental health transformation strategy and will work intensively with individuals in a way we have never been able to before. This is a very exciting development and also establishes a new career pathway that will interest many.

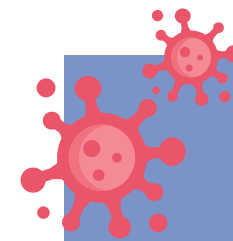
I will end by saying how proud we are that our Chair Marie Gabriel CBE is going to be the Independent Chair of North East London Integrated Care System. She has had a profound influence on the way ELFT has progressed. She has been a strong, intelligent, sensitive and skilled Chair, who has brought dignity, humour and a great sense of fun in all her endeavours. I know she will bring this combination of talents to her new role and that ELFT will continue to feel her warmth and presence as a partner with our regional colleagues. As we go to print, recruitment is underway for a new Chair. In the meantime, Eileen Taylor, one of our non-executive Directors will be the interim Chair for the Trust.

On behalf of all our staff, governors, members and service users, I want to wish Marie all the best in her new role and thank her for the extraordinary contribution she has made to ELFT.

Many of you will be aware that I too am planning a change of role and will be joining Health Education England as their Chief Executive in September. So 2020 is a time of great change all round. But change can be exciting and stimulating – the NHS and ELFT never stops evolving. as has been borne out in recent times.

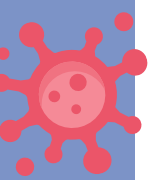
Stay safe and stay well.

Dr Navina Evans



CORONAVIRUS OUTBREAK

Help and Support Remains Available



THE Trust is continuing to provide care throughout the Coronavirus outbreak – but changes have been made to how we provide support. Services are offering service users telephone or virtual appointments in place of face-to-face appointments where possible, or being creative and offering online options where people can access these.

Please always phone the service that looks after you if you need advice and if your situation changes rather than travelling to

any of our sites. Help for anyone with a mental health crisis also remains available 24hrs a day. Contact information for these is on the ELFT website:

<https://www.elft.nhs.uk/Contact-Us/Need-help-now>

Visiting has been temporarily suspended to our units and sites. Please contact the ward for more details on how to stay in contact with your loved one. Always call a service in advance before considering travelling to any of our sites.

How we can Help Prevent the Spread of Coronavirus Together



AS we go to print, the message from the Government is to stay indoors. You can travel to work if your job cannot be done from home.

If you are undertaking an essential journey or exercise, you need to maintain a distance

of 2m between you and the next person. If someone 'invades' your space, stretch out your arms and say "2m please!"

See the Government website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/> for up to date information.



INCREASE HAND WASHING

Encourage family members to wash their hands with soap and hot water after contact with surfaces in public places such as rails and handles, door knobs, doorbells, light switches, lift buttons, cash point buttons, etc.



FACE COVERING

The Government's advice is to wear a face covering/mask if you cannot avoid close contact with others such as using public transport.



CATCH IT, BIN IT, KILL IT

Basic hygiene advice is a key message to all. Always use tissues and dispose of them in a bin.

- Sneeze into the inner crook of your arm if no tissues are available.
- Avoid touching your eyes, nose and mouth.
- Avoid close contact with people who are unwell

NHS 111 has an online coronavirus service here that can tell you if you need medical help and advise you what to do.

New Chair for ELFT Appointed



MARK LAM has been appointed as the new chair of the Trust. Mark was formally appointed by the Trust's Council of Governors at a virtual meeting on 14 May and will take up his post on 1 June 2020.

Mark is also chair of Barnet, Enfield and Haringey Mental Health Trust (BEH) and will continue in that position with the two roles being entirely separate dividing his time between them.

ELFT's Council of Governors chair and interim Trust chair Eileen Taylor said: "Mark was an outstanding candidate with all the qualities we were looking for. We are very excited about working with him as he has patient care and listening to the patient voice at his heart which will help take the Trust from strength-to-strength."

ELFT Chief Executive Navina Evans said: "Marie was always going to be a tough act to follow and I'm delighted to say that in Mark we have a very strong new chair. He brings a wealth of experience and

knowledge with a background in the telecommunications industry and the NHS."

Mark said: "This is a fantastic opportunity to work with another great trust, while continuing to Chair BEH, which I remain committed to. I want to help build upon the wonderful work Marie and colleagues have done at ELFT and continue to take the Trust forward to deliver even better community, mental and primary health care for its service users and residents in east London, Luton and Bedfordshire."

He added: "I also want to take this opportunity to pay tribute to our NHS staff who are working incredibly hard at these difficult times. It is their dedication and sacrifice that is making the real difference and that should not go unrecognised above all else."

One of his first priorities will be the appointment of a new chief executive with Navina Evans joining Health Education England (HEE) as chief executive in the autumn.

Mark comes from Singapore originally and has lived in London for over twenty years. We will bring you more on Mark, including an exclusive interview, in the next edition of TrustTalk.

Farewell to Marie Gabriel CBE



OUR Chair Marie Gabriel CBE has been appointed as Independent Chair of the North East London Sustainability and Transformation Partnership (STP) also known as the East London Health and Care Partnership. To ensure her independence in her new role, Marie stepped down from her role as ELFT Chair, a role she has held since October 2012. She will continue as Chair of Norfolk and Suffolk Foundation Trust.



Marie said, "I am sad to be leaving ELFT. It is such an amazing organisation and we have been on an incredible journey together. However, this is a great opportunity for me to impact on the quality of healthcare and improvement of health

outcomes of all North East London residents, particularly the most vulnerable.



CEO Dr Navina Evans said, "Marie has been an exemplary Chair for us in ELFT. She has been a steady hand at the tiller, supporting the Trust Board, working with our Governors, and helping to guide and steer the Trust as it has developed over the last seven years.

Last year, Marie was awarded a CBE - The Commander of the British Empire - for her outstanding contribution to healthcare. She will be missed but she won't be far away. We wish her all the best in her future endeavours.

New Role for Chief Executive, Dr Navina Evans CBE

IT'S been quite a year already for ELFT's Chief Executive Dr Navina Evans. On 1 January 2020, she was awarded a Commander of the British Empire (CBE) in the 2020 New Year's Honours List, for her services to NHS leadership and the Black, Asian and Minority Ethnic community.

Then, in March it was announced that she has been appointed new chief executive of Health Education England (HEE). Navina, who has led ELFT for the last three-and-a-half years and worked for the Trust for 25 years, will continue as chief executive until October, ensuring that we continue to deliver continuously improving services and contribute effectively to system working, particularly during the

current COVID-19 emergency.

Navina said: "I am proud to be joining my new colleagues in HEE at a time when caring for and developing our health and care staff is of greatest importance. I look forward to working with them to develop the skilled, responsive and compassionate workforce of the future.

"Whilst I am sad to be leaving my fantastic friends in ELFT, I will continue to follow you with joy as you always strive to improve the quality of life for all you serve."

The next six months will be spent identifying and appointing her successor. This search will be led by our new Chair.

Mental Health Transformation

THE NHS is constantly changing and evolving as we learn more about what works, new technology, medicine, procedures, feedback from patients, improved data about effectiveness of treatments, research, and better approaches. For example, major surgical procedures carried out 20 years ago may now have been superseded by keyhole surgery.

Care Programme Approach

The same is true of mental health care. In 1996, the Care Programme Approach was the key way mental health care was delivered in England. It set out the process for assessing need, having a written care plan for the individual, a risk assessment, a care coordinator and regular reviews. Almost 25 years later, it's good to ask ourselves if this is still the right approach. Are there better ways to treat and support people, and does the CPA enable individuals reach their goals and have the type of lives they want?

A New Approach to Mental Healthcare

Service users want the same things that we all want: good physical health, a job, money to live, a social life, someone to love and a safe home but the reality is that there is inequality in these areas for people with mental health needs. So 25 years later, it seems we need to take a new approach, one which focuses on helping individuals to

access support that will help them to improve their overall quality of life and to achieve the things that matter most to them.

Pioneering New Ideas

One size will not fit all so ELFT staff are joining up with GPs, pharmacists, local authorities and voluntary sector organisations to look at joining forces to deliver joined up care and support. By focusing on what matters to people and considering people's needs in a holistic way, we will be testing a new approach to care planning that goes beyond mental health and medication to encompass things like physical health, social and community connections, housing, employment and finances.

So work is underway to put in the foundations for a new approach, trial it and test it and if it works well, trial it with a larger number of people. These are exciting times!

Just the Beginning

Primary care networks have been established in all areas, made up of groups of GP practices alongside other health and care services, delivering support to populations of 30,000 – 50,000 people. NHS England's Long Term Plan and Community Mental Health Framework for Adults and Older Adults supports this localised approach and want mental health services to be included from the very beginning.

New Psychology Role Set to Make a Difference

ELFT has been working closely with local Higher Education Institutions to develop a new Apprenticeship in Psychology to work with people with complex mental health problems.

This will lead to the new role of Clinical Associate in Psychology and an MSc level degree. ELFT will be recruiting to up to 20 apprentices who will join people from other London trusts on the programme which we expect to start in the Autumn. The roles will be of interest to people who have a psychology degree and offers a new pathway to a career in psychology.

Pioneering

ELFT is one of the first NHS trusts in England to embark on these pioneering apprenticeships. There are 12 implementations sites. NHS trusts in Sheffield and Cornwall are also establishing similar pathways where their focus will be on Personality Disorder and Children's Mental Health respectively. Apprentices will be employed to work in our mental health services, will receive regular supervision

and training from qualified psychologists and will have one day a week to attend university. The apprenticeship will last for 18 months and learners will be paid while they are training.

A Different Type of Support

Everyone knows it's good to talk. The benefits of psychological approaches to health and wellbeing are increasingly in demand and so we need to train more professionals who are equipped to offer intensive support in a range of settings. Clinical Associates in Psychology (CAPs) will work in and with local communities and partners to help people to make the changes they want to make to get more out of life.

This approach is in line with the aims of the NHS Long Term Plan and supports early intervention and prevention to get people to the right support at an early stage. It is a real chance to influence and improve population health.

Overwhelming Generosity - Thank You

THERE has been an outpouring of love and appreciation for the NHS throughout the pandemic. Staff have received generous donations from companies and businesses - too numerous to name individually. We are writing to each and every one of them to thank them for their support and to say what a difference it has made to staff.

The sudden need for scrubs, laundry bags and non-surgical masks found us turning to our local communities where bands of sewers and skilled tailors produced bundles of much needed linen products which ensured staff could work safe in the knowledge that they could bundle everything into a washing machine at the end of their shift. The response from local people has been astounding and humbling.



Welcome to our new colleagues!



COLLEAGUES from two GP practices in Bedfordshire have been welcomed to the Trust family. Leighton Road Surgery in Leighton Buzzard joined ELFT on February 1 and Cauldwell Medical Centre in Bedford joined on April 1.

The Trust provides also mental health, community health and addictions services in Bedfordshire - which include The Lighthouse in Leighton Buzzard, a trailblazing 'safe space' for anyone with mental health concerns.

Chief Executive Dr Navina Evans said: "GP partners, practice staff and patients will be actively involved in shaping how we provide and improve care."

"The Trust strategy to deliver population health begins with our ability to support primary care to deliver joined up care with support from community, mental health, and voluntary sector partners."

"This is an exciting opportunity that will enable us to offer signposting, early intervention and a clear support journey for patients in need of our help when they first come through the front door of their GP practice."

Dr Farah Paruk, the lead GP at Leighton Road Surgery, said "I am incredibly excited to be developing an innovative partnership that will deliver better care to our patients."

The contracts mark an expansion of ELFT's primary care portfolio, which includes three GP practices in East London that support homeless people with complex issues.

ELFT Charitable Funds



Above: Captain Tom Moore

We have been fortunate to benefit from the epic fundraising achievement of Captain Tom Moore who did a sponsored walk to raise money. As a resident of Bedfordshire, he wanted to ensure that local health care staff benefited from his efforts so he made a donation of £5,000 to ELFT's Charitable Fund. Anyone can make a donation to the ELFT Charitable Fund. Simply visit: <https://bit.ly/3b1fwUL>

Any member of staff can apply for a Charitable Fund grant to support a staff or service user initiative. Novel, imaginative and alternative approaches are especially welcome where they bring benefits to the workforce or local community. Charitable Funds do not replace NHS funding, they allow us to do something different, trial new ways, work with people's creativity to improve wellbeing so donations are warmly encouraged.

Video News Presenters Sought

ELFT Staff Flu Campaign

AND we now bring you a breaking story from ELFT.....the Trust has launched its own video news bulletin! A video snapshot of the week's key news is now being shared every Wednesday with all staff.

The bulletin is designed to provide a short and snappy summary of the most important headlines so busy staff, including community-based colleagues who don't always have access the intranet, can stay updated.

The video news reports are posted on the ELFT YouTube channel so you don't need to be on the network at a Trust site to view them.

"ELFT Video News is designed so busy colleagues can simply click a button and stay updated wherever they are," said Glenn Mitchell, Deputy Head of Communications.

"The bulletins are designed to be viewed on staff mobile phones from any location and deliberately kept super-short to deliver key information in a user-friendly format."

Are you interested in being an ELFT Video News presenter?

People from services across the Trust are invited to act as guest presenters for future bulletins. We'll provide the script, you provide the personality! Email glenn.mitchell2@nhs.net if you would like to host one of our bulletins.

Tackling Health Inequalities

ANGELA Bartley is our new Deputy Director of Population Health, a new role for ELFT. Improving Population Health Outcomes, that is, influencing and improving the health of the communities where we work, is one of our key aims to achieve the Trust's mission to improve the quality of life for all we service. Trusttalk caught up with Angela to find out more.

What attracted you to this role?

I've been interested in Public Mental Health for a while and saw an opportunity to learn more about this at ELFT. I was also keen to work somewhere new; I have never worked in the East End of London or in Bedford and Luton. I was also interested in working for a trust that delivered community services as well as inpatient ones as I could see the potential for integrated care services along the whole care pathway! I'd also heard that ELFT was a good place to work!

What is your background and where did you work previously?

I've worked in public health since I graduated - which was a long time ago! I started work in Liverpool; then worked in Romania and then London. I qualified as a Consultant in Public Health 10 years ago and worked as a Consultant in Public Health at the Royal Free Hospital for the last 9 years.

Why do you think a public health approach is the way forward?

I think it's impossible not to take this approach - if you look at the current and future health needs of our local populations and see the large inequalities in health and access to care. The differences in health and quality of life groups of our population experience requires us to think differently about health and health services. The causes of ill health are complex and much broader than just access to NHS services. This requires partnership working to try and tackle the causes - which is where taking a broad population health focus for the work comes in - rather than just focussing on how services are currently delivered.

What have been your first impressions of ELFT?

I think on day two, I went to a team away day which started with yoga and then singing..... I think I realised then that I was in a different type of organisational culture than I was used to! People have been so friendly and welcoming it's been really nice - I've also got lost quite a bit as I don't know the areas we work in very well but that's been quite fun!

What has been your priority in your first three months?

I've tried not to jump in with what I think needs to happen and try and understand the work that has already been going on around population health and see where I can build on that. Population health should be about how we do things and the way we look at things rather than a one-off project we do here and there.

ELFT is now a training centre for public health trainees which is great and our first trainee starts in March. We'll also be trialling a new approach to helping people stop smoking and evaluating how this works for people with mental health problems. Smoking remains one of the biggest factors in the difference in life expectancy between the least and most deprived groups in society.

How will we know that this approach is having an impact?

I think at a system level when we start to see some of those differences in health and quality of life between the least and most disadvantaged groups begins to narrow.

For ELFT I think when we better understand the inequity in access and outcomes for the people we serve and start to address them; when we take a more preventative approach in how we deliver services and also really embed the Anchor work - so look at what we are doing as an organisation around local employment and procurement of services; sustainability and how we can support disadvantaged groups locally. Lots of work has already been done at ELFT so it's nice to build on that.



Angela Bartley

What do you do to support your own wellbeing?

I try and exercise regularly as this really helps and I always feel better afterwards. Although I work in public health, I would also say a cold glass of wine and a night out with friends helps me get everything into perspective!

If you weren't working in healthcare, what would be your dream job?

I would love to be a museum curator and be a specialist in some tiny area of history - I went to a rough comprehensive in the North East of England in the 1980's so museum curator wasn't high on the list of potential jobs the careers teacher encouraged you to aim for!

Favourite Music I'm not very trendy or knowledgeable about music - I've always loved George Michael and as a surprise at my wedding, my husband organised for the winner of Stars in Your Eyes, a George Michael artist, to perform which was the highlight of the day (except getting married - I'd better say that!)

Favourite Book I've just re read 1984 by George Orwell and forgotten how good this is. And at the other end of the spectrum Going on a Bear Hunt by Michael Rosen as this reminds me of my children and reading it to them again and again and again.

Stars of the Front Page NB. These photographs were taken prior to the latest guidance on maintaining 2m social distance

Picture 1 - Placards of support for the NHS at Mile End Park, Tower Hamlets

Picture 2 - Newham Cardiac Rehab Nurse, Tracy Kitto with her new prosthesis in praise of the NHS

Picture 3 - Staff receive Easter Eggs from the Chief Nurse

Picture 4 - Gifts to Cedar Ward in Bedfordshire

Picture 5 - The Psych Liaison team sporting their scrubs at The Royal London Hospital, Whitechapel

Picture 6 - Tower Hamlets online team meeting

Pictures 7, 8, 9 and 10 - Nurses wearing PPE

Picture 11 - Head of Operations, Edwin Ndlovu, with a laundry bag made by local community



Improving Young Peoples' Mental Health in North and East London is a Collaborative Task



A strong sense of purpose was in the air at the North Central East London (NCEL) CAMHS Collaborative Launch Event held in Euston's UNISON building on Thursday 20 February.



By working together in the NCEL CAMHS Collaborative, NHS staff and service users seek to eradicate disparities in the quality of mental health care for young people across the region.

The day brought together Experts by Experience, NHS Trust Chief Executive Officers, CAMHS clinicians and a variety of stakeholders from across the whole region.

All united to plan the next steps required to make the Collaborative vision a success.

Headed up by the East London NHS Foundation Trust (ELFT) the partnership includes Barnet, Enfield & Haringey Mental Health NHS Trust (BEH), North East London NHS Foundation Trust (NELFT) The Tavistock & Portman NHS Trust and The Whittington Health NHS Trust.

Experts by Experience opened the Activity sessions – young people and parents who have first-hand knowledge of how CAMHS has worked to support them up until now – and Chief Executive Officers for each of the health trusts.

Each session focused on a variety of themes including: How to improve access to CAMHS community teams and Eating Disorder services, working with Acute services, how to reduce out of area placements so as to keep young people close to their families and social networks when needing CAMHS in-patient care.

Opening the day's proceedings, ELFT Chief Executive Dr Navina Evans CBE said:

"Service user co-production is at the heart of everything we do at ELFT. By working closely with our colleagues from our partner trusts we can pool a vast range of talent and apply the ELFT methodology that we know works to raise the quality of care."

We all want to ensure that mental health care is effective, safe and can provide for as positive an experience as possible for our young people and their families."

"This is an exciting moment and an important landmark in improving the quality of CAMHS across the region."

Reflecting on the day's event, North East London NHS Foundation Trust (NELFT) Interim Chief Executive Professor Oliver Shanley OBE commented:

"NELFT is excited to be part of the NCEL CAMHS Collaborative. We are looking forward to working closely with partners and sharing expertise and experience across organisations."

"Collaboration is the only way we can break down existing barriers to offer a consistency of service. We were all here for one reason today – to ensure our children and young people receive the best care."

Expert by Experience Anne Henderson said:

"I have met the most inspirational and dedicated professionals over the time that my daughter needed support whilst experiencing a mental health crisis, but there are also aspects of the system that still need to change."



"I'm excited at the prospect of what can now happen because of this Collaborative: CAMHS professionals coproducing services alongside the people that use them."

Dr Mohit Vekataram, ELFT's Executive Director of Commercial Development said: *"I think today's event was a great success. But the hard work now really begins – making sure we can deliver improvements in care for young people across the whole region."*

Staff Awards 2020

OUR Staff Awards Ceremony and Party took place on 4 February 2020 at the Barbican Centre attracting 500 staff and guests from partner organisations.



This year, there were no less than three comperes. Director of People and Culture, Tanya Carter and Lorraine Sunduza, Chief Nurse, joined old hand Dr Paul Gilluley, Chief Medical Officer, keeping the show ticking along. The audience enjoyed their on-stage banter.

The Awards ceremony was a great opportunity to launch the ELFT Promise. In an imaginative move, choir lead, Leanne Sedin, and the



#ELFTin1voice choir reworked the words to 'See Me As I Am' to draw in some of the words of the ELFT Promise.

#ELFTin1Voice were joined by six drummers from the 2012 Olympics who added to the drama of the song. The audience were invited to use the Mentimeter app on their phones to say what the ELFT Promise meant to them.

Chief Executive Dr Navina Evans CBE addressed the room. She spoke about the importance of being kind to ourselves and being kind to each other. After the ceremony it was time to party – an activity that staff in the Trust excel at. ELFT staff like nothing more than making shapes to the groove and the dance floor was soon crowded. Midway through the evening, a Bollywood Flash mob was staged to the sound of Jai Ho by the Pussy Cat Dolls. This was great fun and brilliantly executed.



Improving Patient Experience Luton and Bedfordshire

Niki Scott, Service User Participation Lead for CAMHS, Bedfordshire and Luton (Specialist Services) was the first winner of the night. The audience heard how she develops trusting, supportive relationships with young people and through her projects, ensures their voice is heard. Receiving her award, Niki said she just felt she was doing her job!



Improving Patient Experience London

There was thunderous applause when Dr Deirdre O'Brady's name was announced as the London Improving Patient Experience Winner. Dr O'Brady is a Consultant Psychiatrist with Newham Health Team for Adults with Learning Disabilities in the Specialist Services Directorate. In the nomination, the audience heard that though she has many patients to see, she has the amazing knack of making you feel that you are her only patient. As one carer put it, "We need to have more like her in our NHS. We should CLONE her!!"



Improving Staff Experience London

There were two winners for this award. First up was Larisza Marks, a CBT Therapist with the Richmond Wellbeing Service (Specialist



Services) The audience heard she has been key to improving communication in her team and is regarded as having single-handedly raised morale.

The second winner was the Newham Speech and Language Therapy team, also in Specialist Services.



Their joy at winning was obvious as they danced their way across the stage to pick up their award. The audience heard that the team has been hit by a number of tragedies in the last 12 months. Their response has been overwhelming with individuals offering financial support, emotional support, time, cooking, lifts, clinic cover, hugs and lots of tea and cake! They regard themselves not so much a team - but more of a work family.

Improving Staff Experience Luton and Bedfordshire

The Single Point of Access team for Bedfordshire Community Health Services won the Improving Staff Experience award. The audience heard that they are the first contact with the Trust for many so a warm first impression is vital and have reached 120,000 people in just one year.



Improving Value

The ePrescribing Project Team, a corporate multi-disciplinary team made up of IT technicians, pharmacists and clinical staff, won the Improving Value Award. The audience heard ePrescribing has reduced prescribing, administration and dispensing errors and made better use of staff and patient time. Pharmacist Lewis Pope speaking on behalf of the team made everyone laugh. He said he hadn't

prepared a speech and then proceeded to take a long roll of paper out of his pocket! He paid tribute to ward staff across the Trust for the way they had embraced ePrescribing.



Star of the Future Award

Star of the Future was Luke Daly, a Life Skills Recovery Worker, at The Lighthouse in Leighton Buzzard - and soon-to-be trainee nurse. Luke said he hoped he really would be a star in the future!



Lean on Me Award

Winner Jeanette Smith, a Housekeeper on Fothergill Ward at East Ham Care Centre, in Newham, wasn't able to attend the ceremony as she was on holiday, so Non Executive Director Jenny Kay and Chief Operating Officer Edwin Ndlovu caught up with her on her return. Jeanette was amazed and humbled when she learnt she had won the award.



Dr Robert Dolan Leadership Award

There were cheers when Day Njovana, Lead Nurse in Forensic Services, was announced as the winner of the Dr Robert Dolan Leadership Award. Day was described as an excellent leader, who leads by example and has a calm,

diligent and professional manner that has earned the respect and affection of staff and service users alike. Day said that ELFT had given him and others the opportunity to grow and develop, and was a great organisation.



Service User Vote - Special Person/Team

The Service User vote went to The Coborn Adolescent Centre for Mental Health Team (Specialist Services) for the incredible thought they put into the care they give to very unwell and distressed young people.



Commissioners Award - Bedfordshire and Luton

The Bedfordshire CAMHS Parent Emotional Wellbeing Programme Team (Specialist Services) won this award for their work in improving population health of young people in Bedfordshire through their work with some 400 parents attending their emotional wellbeing programme. Feedback from parents has been fantastic. Receiving the award, they thanked the staff around them for allowing them to develop the programme.



Commissioners Award London

The Tower Hamlets Learning Disability Team won the London award for their work in improving the physical health of their service users by pooling personal budgets, supermarket trips and by making exercise fun.



Chief Executive Award

The first winner of the Chief Executive Award was City and Hackney Clinical Psychologist, Lisa Rajan, who unfortunately wasn't able to be there to collect her award. She wrote "I was flabbergasted to hear that I won an award. I know that I would have been lost for words because I am deeply, deeply touched. Thank you." So she was presented with her award at a team meeting.



Colleagues of Abelardo Junior-Salanga, a Nursing Associate with Newham Community Children Services, Specialist Services, collected the award on his behalf as he too was unable to attend the Awards ceremony. The audience heard that nothing was too much trouble for this second winner. And that he is always there for the team, and to meet the needs of young service users and their families. His colleagues concurred that he was amazing to work with and put everyone to shame!



Chairs 'Behind the Scenes' Award

Victoria Stone, Louise Hughes and Sarah Denmead, Team Leads for the South Bedfordshire Community 'Primary Care at Home' team, were the winners of this final award of the night. The audience heard that they work tirelessly together to ensure their staff are supported and valued, are resilient to setbacks and always remain positive when others are not promoting a caring, supportive environment. Receiving the award, they paid tribute to their amazing staff.



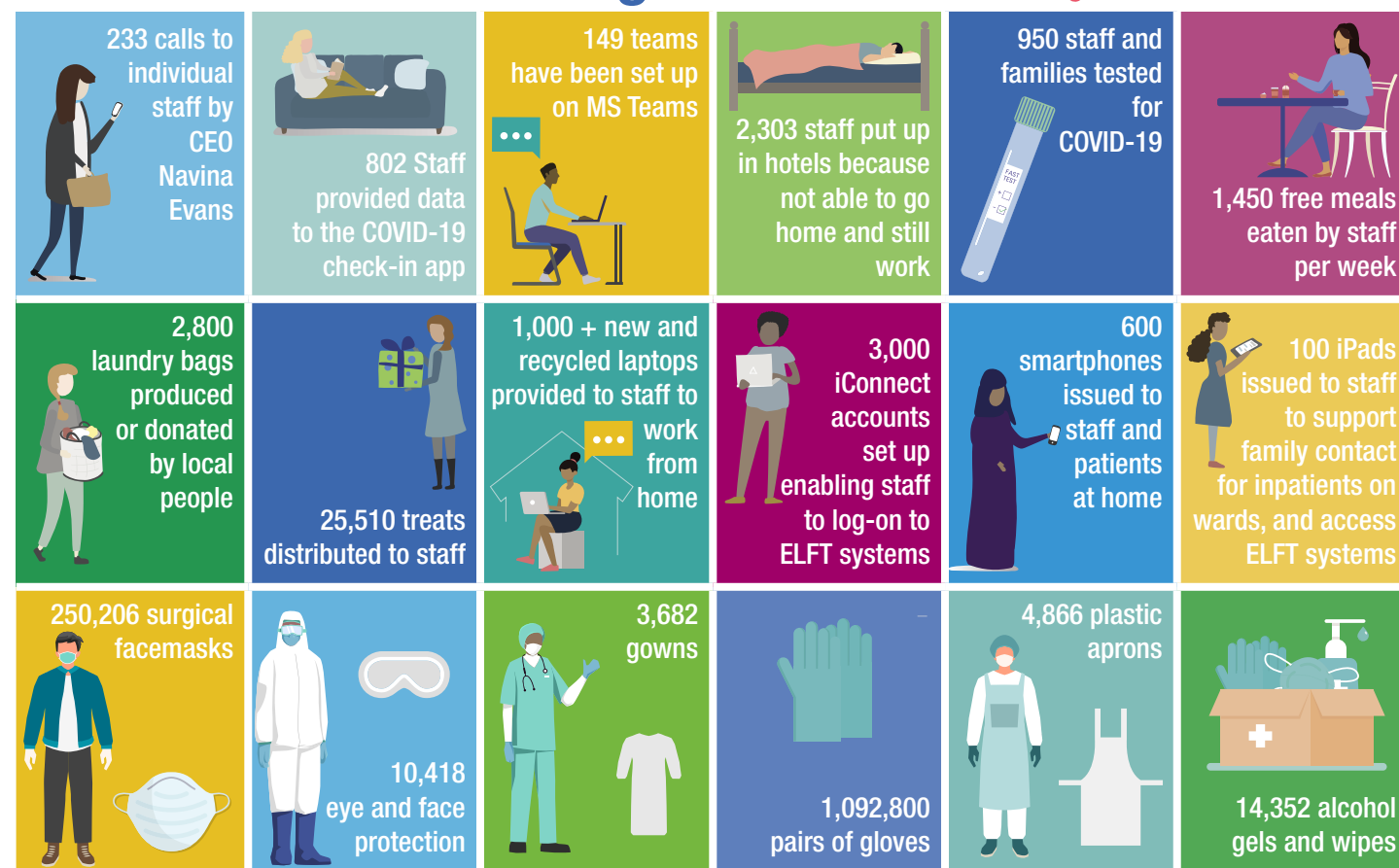
Farewell to Marie Gabriel CBE

It was Marie Gabriel's last Staff Awards as Chair of ELFT. In a moving address, she spoke about how much she had enjoyed her time in the Trust and that she didn't feel she was leaving, just joining another branch of the family. And as such, she fully expected to be invited back to the next Awards Ceremony as a guest. She spoke about how proud she was of everything the Trust had achieved during her time here.





Supporting Our Staff Through COVID-19



* Numbers correct at time of publishing but expected to increase

ELFT along with all NHS trusts in the UK has been wholly focused on joining the national response to COVID-19. This has been a fast-changing landscape which has required managers and staff to adapt and adjust, to ensure staff can do their jobs safely, and that we can safely support the vulnerable people in our care.

Following the Prime Ministers announcement on 23 March that the UK would go into a state of lockdown to reduce the spread of coronavirus, staff with underlying conditions were immediately advised to stay at home. Additionally, staff in roles that could be done from home were advised to work from home until further notice.

A huge amount of work was undertaken to find safe ways for staff who needed to be at work to travel in safely and stay safe. We have put staff up in hotels, arranged taxis and parking restrictions were suspended on all our sites for those able to drive. Helpfully, many councils suspended parking restrictions for NHS staff.

All ward staff have moved into wearing 'scrubs' to reduce the risk of spread of infection. Staff can change their clothes before and after their shift, and bundle them into laundry bags to put in their washing machines as one to wash at 60°C. We established a central system for Personal Protective Equipment to streamline ordering processes and distribution. We issued one daily central communication to all staff bringing together new instructions, and drawing all guidance into one core briefing so that staff were and are kept up to date.

The 'Gold' major incident response team met every day to manage the situation, monitor how services were coping, staffing levels, levels of infection, and to problem-solve. We became aware quite early in the pandemic of reports that BAME staff appeared to be more susceptible to contracting the coronavirus and had higher rates of death. Chief Nurse Lorraine Sunduza and Chief Operating Officer, Edwin Ndlovu, held an extraordinary BAME 'virtual' Staff Network meeting, attended by over 100 staff to talk about this and hear staff

concerns. Further meetings have happened as a platform for staff to talk about their experiences and look at next steps.

CEO Navina Evans said "I cannot find the words to express how proud I am of the people who work in ELFT. Our COVID-19 response has involved everyone, from the procurement team who worked tirelessly to source Personal Protective Equipment, the IT who almost overnight enabled staff to work remotely, to our clinical staff conducting assessments and checks over the phone and via video calls, as well as clinical staff working in our units or visiting people where they live, admin staff, estates and facilities staff, the list is endless. We will now look at how we can capture the learning from this extraordinary situation, look at how we can recover as an organisation, and look at what has permanently changed in the way we provide services as a result of the pandemic."

Peer Support Workers

CARING individuals committed to using their own lived experience to help others with their recovery have been congratulated on a double achievement.

Ten new Peer Support Workers (PSWs) are the first for Bedfordshire and Luton – and the first Trust cohort to pass an eight-week Royal College of Psychiatry accreditation programme for PSWs.

Trained PSWs work alongside clinical colleagues and use their own lived experience of mental and/or physical health challenges to support service users through one-to-one contact.

The PSWs can help individuals who are struggling to connect with clinicians, provide time to sit and talk, discuss recovery goals and help with social inclusion.

"This fantastic group of people will provide excellent help and support to our service users and to colleagues," said Millie Smith, People Participation Lead for Luton and ELFT RCPsych Accredited Peer Worker Trainer.

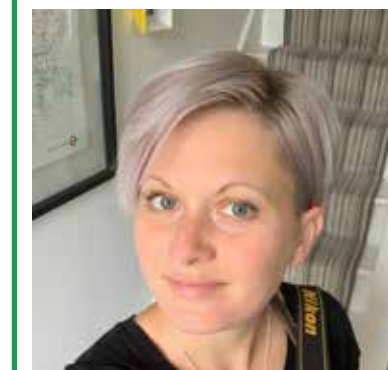
"They are highly motivated, committed to helping others – and are leading the way by becoming our first cohort to achieve the new accreditation."

"I am tremendously proud of them all."

The new PSWs will work all CMHTs in Luton, Bedford and Central Beds.

The Trust has committed to expanding its network of PSWs across mental health and physical health services.

Trust Lead for Suicide Prevention Appointed



DR Chloe Beale, Consultant Psychiatrist in City and Hackney, has been appointed as Trust Lead for Suicide Prevention. Dr Beale took up her new role providing one session a week on 1 March 2020.

ELFT held a Trustwide workshop last year on Suicide Prevention. It was here that the need was identified to have

a lead for all the work that is taking place across the Trust on suicide prevention. The lead post will highlight and share good practice across the Trust and look at other interventions that are taking place in other areas.

Dr Beale said "I am a passionate believer in supportive, individualised care and risk management. I believe we need to change the way we talk about suicide and the way we frame our assessments. We have a tremendous amount to learn from people with lived experience, and I am very keen to see suicide prevention treated as a collaborative and pragmatic process; it should not be driven by fear and defensive practice."

Inpatient Police Support



A specialist police officer is providing direct support to mental health inpatient staff and service users across Bedfordshire and Luton.

PC Andrew Harris is Bedfordshire Police's new Mental Health Investigation Officer and will work directly with the Trust's inpatient sites across the county.

PC Harris has been an officer for 12 years and worked as an NHS liaison officer when with the Met Police.

His role will be to provide a visible police presence to staff and service users, provide a single point of contact for mental health inpatient teams and to investigate any incidents of anti-social or criminal behaviour.

"First and foremost, PC Harris will provide a visible police presence which brings tremendous value and reassurance to staff and service users alike," said Richard Harwin, the Trust's Health, Safety, Security and Emergency Planning Manager.

"He will follow through investigations – including any racially aggravated incidents affecting staff or patients – and help with education and awareness."

He added: "We are delighted with this move, which is another demonstration of our fantastic working partnership with Bedfordshire Police."

ELFT Gains CapitalNurse Quality Mark



THE Trust has been awarded the prestigious CapitalNurse Preceptorship Framework for London Quality Mark. All organisations that seek to gain the CapitalNurse Quality Mark of assurance have to undergo a rigorous assessment

programme. ELFT succeeded in meeting 91% of the criteria requirements.

CapitalNurse is jointly sponsored by Health Education England, NHS England and NHS Improvement. It aims to ensure that nursing care across the city is of a consistently high standard, that nurses are supported throughout their career to make progress and to bring public awareness to the importance and value of nursing.

Lauren Preece, Practice Development Nurse for Tower Hamlets and Newham said: "This is such good news for everyone at ELFT – not just nursing staff, but all of our staff and service users alike. The Quality Mark is a recognition that ELFT is a trust that works hard to not just support our nurses, but to help them thrive as they go forward in their career."

"We have a thorough and rigorous programme of training and support in place for all our Adult and Mental Health Community Service Newly Registered Nurses across east London, Luton and Bedfordshire. This includes staffs that have the new Dual Qualified Role (Mental Health Nurse and Adult Registration) as well as Nursing Associates."

For more information about CapitalNurse London visit: <https://www.hee.nhs.uk/our-work/capitalnurse>



Teeth, Tongues and Gums Matter in Dementia - A Quality Improvement Project

THE staff team on Sally Sherman Ward at East Ham Care Centre have embarked on an ambitious QI project to improve the wellbeing of their patients by adopting an evidence based approach to oral health.



The rationale for the project is as follows:

- People with dementia are more likely to be unable to perform oral hygiene
- People with dementia tend to have worse oral health, greater treatment need, yet access care less frequently than general population
- This has a significant impact on general health and wellbeing, impacts upon quality of life, diet and nutrition, and life-expectancy in the longer term.

The project aims to achieve the following:

- Improve the oral health of the patients on Sally Sherman Ward.
- Adopt an Evidenced Based approach to Oral Health
- Promote and improve wellbeing in general
- Provide care in line with the Trust's values

The ward team intends to provide proactive as opposed to reactive care and interventions using NICE guidelines as an evidence base and by adopting a Multi-Disciplinary Team approach that will include but not be limited to Nursing staff, Health Care Assistants and Support staff, Dentist and Oral Health Practitioner and Speech and Language Therapist.

The project will implement oral health assessment and mouth care plans and daily mouth care and keeping records that will be incorporated into all patients' care plans. Staff will be upskilled to understand mouth care needs and carry out assessments, and to be aware of the signs of dental ill health e.g. tooth decay, abscesses, dry mouth and gum disease, recognising that good oral health improves general wellbeing.

The ward has already facilitated a baseline assessment of each patient on Sally Sherman Ward that was completed by the Community Dentist and Oral Health Care Promoter as a result of which individualised equipment and tools will be introduced based on assessment of each individual patient's needs e.g. Brushes, Toothpastes (Non-foam/foam, Finger protectors, Guards etc.)

Ultimately the project aims to improve the experience of patients and their carer's while enhancing and maintaining staff satisfaction in caring for their patients.

University Mental Health Day

THE Trust joined with universities around the country to mark University Mental Health Day on 5 March 2020. There are over 2.3 million students studying in UK universities, with many experiencing academic, social and financial pressures.

Supporting Students

John McClean, a specialist mental health worker based at New City College in Hackney, sees the pressures students are under. His role is to support students with existing mental health issues to get the most out of the college experience and cope with the demands of student life. He also supports those who develop mental health problems to access the right support and help at an early stage.

John says, "Going to college or university is a life-changing time when students leave home, discover new places, make new friends, have new experiences and enjoy the freedom and liberty of independent living. That's what the prospectus' say and for many, it is an uplifting experience that they will carry with them for life.

"Away from the foundations of home, family and friends, and feeling out of their depth, some students can really struggle and feel isolated, lonely, anxious and worries can be overwhelming."

University Mental Health Day is run jointly by Student Minds and the University Mental Health Advisors Network (UMHAN). They note that students get a poor press these days described as either 'generation snowflake' or 'vulnerable young people in crisis', neither of which appreciates the complexity of the problem, nor helps students experiencing difficulties themselves.

Many students leave university due to mental health difficulties; and tragically there have been a number of student deaths by suicide so University Mental Health Day aims to shine a light on mental health issues in the student population.

<https://www.unimentalhealthday.co.uk/>

Contact the Governors and Members Office (formerly Membership Office)

If you are not already a member of ELFT, you can join online at www.elft.nhs.uk and go to 'Get Involved' or email elft.membership@nhs.net or call us on 0800 032 7297. Providing us with your email address when you join as a member will mean we will be able to send you more information about our meetings and events. If you are already a member, please get in touch with us to make sure we have your up to date email address.



MEMBERS

Ever Wondered What Happens To Everything You Tell Us?

THIS year, as every year, we held our Annual Plan meetings in London, Luton and Bedford where we ask the public to tell us what we're doing well, what we should do more of and where we need to improve.

The Trust must submit its Annual Plan to NHS Improvement in April each year. While the Board of Directors are responsible for setting the plan, the Council of Governors must be consulted and its views must be sought. The Governors in turn represent the people we serve and bring their views to the planning of the Trust.

About 80 members across the Trust came along and discuss with the Governors and staff what they want the Trust to take away, learn or change from their lived experiences.

The Annual Plan is a very specific document with measurable and specific aspirations and outcomes – so concrete feedback like "sort out the rodent problem on X Ward" or "improve the tone of appointment letters" is more helpful in this context than "increase staff retention across the whole Trust" as the latter can't really be achieved in a single year.

What does that mean in practice?

This year, we have once again been asking you to tell us what matters to you. Everything you say is noted down and written up. The Trust will present this to the Council of Governors at their next meeting who will check that what we have written as a summary reflects what they have heard from you, our members. Everyone who attends the Annual Plan Meetings will receive a copy of that summary following the meeting.

Once the document has been finalised, the Council will hand what

"You Said" over to the Trust to build it into the Annual Plan – with a requirement for the Trust to report back to the Council what has happened over the year as a result of your feedback. This usually arrives in January the following year and we share this "You Said, We Did" document with our members so that the cycle of feedback is closed and you know what actions have been taken – and that your feedback has changed things.

This is quite a formal process, but in many other, smaller ways the same happens all over the Trust – Governors hearing what matters to our members, from small issues like the unhelpful style of Appointment Letters to large ones like the need for inpatient Wards in Bedfordshire. They ensure that what you said is heard at the highest level of the Trust. We would do a much poorer job without you – thank you for your time and your contributions.

Council Elections – Could it be you?

COVID - 19 will not prevent us from holding our annual election for vacancies on the Council of Governors. This year we will have two public governor vacancies for Luton, two vacancies for Hackney and one for the City of London. We will also have five vacancies for Governors representing our staff. All of these will be filled through a ballot in the relevant constituencies.

Our members living in the City of London, Hackney and Luton, as well as staff will receive notification of the nominations process. Being a Governor in a time of pandemic has its own challenges but as you can read here, the work goes on. Feel free to contact norbert.lieckfeldt@nhs.net or 07741 704010 if you would like to discuss further or find out a bit more detail.

Find Out More About Our Services in London, Luton and Bedfordshire

WE hold regular Stakeholders meetings for our members, service users, carers and anyone else with an interest in our services. If you have never attended your local Stakeholders meetings, they are a great opportunity to hear from Governors, receive a presentation about a Trust topic or service and take part in an open discussion where you can express your opinions about our services.

At the last London Stakeholders Lunch Meeting held on 28 January 2020, attendees were able to find out about the Community Health Services we provide across London and then pose questions to Michael McGhee, Director of Community Health Services. At the last Luton meeting the topic was about Child and Adolescent Mental Health services and the at the last Bedfordshire meeting an update on the Community Mental Health services redesign was discussed.

The dates for meetings can be found opposite.

Lunch is provided at these meetings so if you would like to attend please email elft.membership@nhs.net or call the Governors and Members Office on 0800 032 7297. Where venue details are to be confirmed please contact us to find out details.

Bedfordshire* Stakeholders Meetings

*Bedford Borough and Central Bedfordshire

Thursday 17 September 2020, 1pm – 3pm, venue to be confirmed
Thursday 17 December 2020, 1pm – 3pm, venue to be confirmed

London Stakeholders Meetings

*Tuesday 14 July 2020, 1pm – 3pm, Frampton Park Baptist Church, Frampton Park Road, London E9 7PQ

*Please note the July meeting is subject to the lifting of Covid-19 restrictions

Tuesday 20 October 2020, 1pm – 3pm, Frampton Park Baptist Church, Frampton Park Road, London E9 7PQ

Luton Stakeholder Meetings

Tuesday 22 September 2020, 1pm – 3pm, venue to be confirmed

*All dates subject to change due to Coronavirus pandemic



FINAL WORD from the Chair

AFTER almost 8 years this is my final Trust Talk and as I write this I feel a great sense of pride mixed in with the sadness of realising that I will not regularly be with people who I really care about.

It has been an amazing time at ELFT, we have continuously yearned to do the best for those we serve but also for each other and for the wider NHS.

We have been courageous and taken risks, when we knew it was the right thing to do. When I reflect on how we decided to embrace Bedfordshire and Luton, to play a leadership role in the establishment of GP federations and to work with our colleagues in the Tower Hamlets Vanguard or in Norfolk and Suffolk I know that there was much considered debate but also an overriding drive to improve services and service user participation.

We have always been forward thinking and as a consequence a thought leader, systematically implementing QI in a way that other Trusts have not done, looking at all the different approaches and then adapting and developing our own version, much admired internationally.

Our service users, staff and Governor ambitions have continued to drive us forward, it is due to their determination that we had begun to implement elements of the NHS Long Term Plan when it was just a glint in Sir Simon Steven's eye.

I am often asked what makes ELFT so successful and I do believe that it is three core things, which we must never lose. The first is the way we work alongside those with lived experience as equals in the design, delivery and evaluation of our work. This relationship is grounded in mutual respect and an understanding that without this we can not truly improve or provide concrete opportunities for achieving a meaningful quality of life for all we serve. The second is our unwavering belief in the capabilities, passion and drive of our staff, and that is all staff, from our sub contracted facilities management staff to our Consultants, from our receptionists to our Borough Directors and from our social therapists to our Board members. Our job has to been to create the conditions where they can question, challenge and provide the tools and space for them to achieve what they want to achieve as an individual, a team and as directorate. The third is our humility. We must always remember we have not got it right for everyone and with this humility comes a constants striving to do better because at ELFT we know we are not really outstanding until every service user and every staff member tells us we are.

I take this opportunity to thank my Board colleagues for their determination, the Council of Governors for their insight, staff for their passion and service users for their willingness to actively apply their knowledge and ideas. I have truly enjoyed my time with ELFT and will continue to work alongside you in my new role as an Independent STP Chair. Please continue to hold me to account and I will see you on the dance floor at the next staff awards.

Marie Gabriel
@MarieELFT

The NHS is Here For You

THE coronavirus (COVID-19) pandemic has resulted in a decrease in people accessing NHS services for a range of conditions that are not related to coronavirus.

ELFT along with other NHS services is encouraging people to access NHS services when they need to and wants to reassure you, you won't be a burden on the NHS. We are here to support your mental health and physical health during the coronavirus pandemic. By not getting advice now, you might be saving up problems for the future.

If your service hasn't been in touch, contact us with a telephone call or email. We are open for new referrals into most of our services, via your GP or online.

If you need urgent help with your mental health, then visit our 'Need Help Now' page on our website: www.elft.nhs.uk – to find out what crisis support is available in your area 24hrs a day.

Talking Therapies

This has been and continues to be a period of change and adjustment for most of us. It is a lot to cope with and can be overwhelming. You are not alone if you are feeling worried. Our Talking Therapies services can provide support and help you to develop strategies to cope if you are experiencing low mood, anxiety, stress, trauma, relationship issues or anything that affects your wellbeing or how you feel in relation to the coronavirus pandemic. You can refer yourself for an assessment.

Regular webinars on specific themes are also on offer to help service users to develop skills to manage their problems or concerns better.

Full details of how to access help and what is on offer can be found on the service websites.

Newham Talking Therapies

<https://www.newhamtalkingtherapies.nhs.uk/>

Telephone: 020 8475 8080

Bedfordshire Wellbeing Service

<https://bedfordshirewellbeingservice.nhs.uk/>

Telephone: 01234 880400

Email: elt-tr.bedfordiapt@nhs.net

Tower Hamlets Talking Therapies

<https://towerhamletstalkingtherapies.nhs.uk/>

Telephone: 020 8475 8080

Email: th.therapists@nhs.net

Richmond Wellbeing Service

<https://www.richmondwellbeingservice.nhs.uk/>

Telephone: 020 8548 5550

COVID-19 Emergency Assistance if You Need it

All local councils have set up emergency contact numbers for anyone vulnerable person who needs support. You can get information from your Council's website.

For our areas, the contact numbers are:

Bedford: 01234 718101

Newham: 020 8430 2000

Central Bedfordshire: 0300 300 8900

Hackney: 020 8356 3111

Luton: 01582 548955

City of London: 020 7606 3030

Tower Hamlets: 020 7364 3030

Richmond: 020 8871 6555