

# TRUSTtalk

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



**Arrival of Social  
Work Apprentices**

**Why You Should Get  
Your Flu Jab This Year**

**Employer With a Heart**

**Help Us Help You  
Which NHS Service To Use**

**Winter 2019**

**We care  
We respect  
We are inclusive**



Dr Navina Evans

# Chief Executive **FOREWORD**

IT feels like a very dynamic period in ELFT at the moment where we are giving serious attention to some critical issues. We are delighted that we are among four London NHS trusts who will receive funding from the Mayor of London to set up unique teams tackle the mental health needs of homeless people sleeping rough in the capital. This investment will allow us to test a range of approaches to see which is the most effective in getting people back on track with their lives. (Page 4)

ELFT has entered into an exciting International Academic Partnership. Professor Frank Röhrich has set up an interesting collaboration between ELFT and Maltepe University, in Istanbul, Turkey to jointly deliver a master programme (MA) in Clinical Psychology with Body Psychotherapy Certificate. This is the first of its kind in Europe and Asia and takes years of successful research in the area of body oriented psychological

therapies conducted in East London to the international community. (Page 12)

Young people in Newham with Special Educational Needs and Disabilities and complex health needs are getting a boost to their care thanks to a Roald Dahl's Marvellous Children's Charity funded Specialist Transition Nurse post. When appointed, the Transition Nurse will work directly with children and families to support them as they move from children's to adult health services.

In October, staff at East Ham Care Centre in Newham had a bit of fun to deliver a serious message with their #PJParalysis event. Staff dressed up in their pyjamas to emphasise the importance of patients wearing daywear to assist in their recovery, mobility, maintain their identity and involvement with the world around them. (Page 6)

Did you know that if you are 80 and spend one week in hospital, this can lead to a 20 percent reduction in your quad muscles affecting your strength for walking or standing. There can be 1.5kg of muscle loss and a ten percent reduction in aerobic capacity so we need to address this.

The new enhanced Newham Mental Health Crisis line launched in early October and feedback has been heart-warming. The service has gone down well with local residents in need of additional help

and support. (Page 5)

We heard that our Tower Hamlets Peer Support Training Programme has received Royal College of Psychiatrists CCQI accreditation. It is the first such accreditation in this field offered by the Royal College of Psychiatrists. Well done to everyone involved in developing this programme over the years. (Page 6)

ELFT has received 'Employer With Heart' recognition by 'The Smallest Things,' a charity which promotes the health of premature babies and their families. The award is in recognition of the Trust's Maternity, Adoption and Shared Parental Leave Policy which aims to support staff on their journey to becoming parents especially if the newborn comes sooner than planned. (Page 7)

Two ELFT teams won prestigious awards at the National Positive Practice in Mental Health Awards 2019 ceremony. The Tower Hamlets Mental Health Liaison and Psychological Medicine Team won an award for the category of Integration of Physical & Mental Healthcare. Shoreditch Ward, a specialist Forensic Learning Disability ward based at The John Howard Centre won the 'Quality Improvement and/or Service Transformation' category for their Quality Improvement (QI) project 'Flip the Triangle'. Congratulations to all.

Dr Navina Evans

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## Staying Well This Winter - Top Tips to Avoid Bugs

Turn to the back page for a simple chart explaining which NHS service to contact for specific symptoms or health issues.

- Wash your hands after using public transport
- If you are eligible for a flu jab, make sure you get it
- Have a packet of tissues handy to avoid spreading germs.
- Dress appropriately for the colder weather. Socks. Hats. Scarves
- Ensure all your heating appliances are in working order.





## Single Point of Access (SPoA) Anniversary



A new-look contact centre for Bedfordshire Community Health Services (BCHS) has taken nearly 120,000 calls since being relaunched a year ago.

The transformed Single Point of Access (SPoA) for adults' services went operational on October 1, 2018.

It replaced the One Call service provided for the Trust by East of England Ambulance Service (EEAST) and brought the coordination centre service 'in-house'.

The centre provides a faster and more effective service by enabling enquiry and referral details to be added directly to the data system used by Trust staff.

The team are now planning the next phase of development for the SPoA – creating eReferral forms which can be used by Bedfordshire GPs.

*"I am extremely proud of the team and their commitment to providing efficient and effective customer care for service users and*

*clinical teams,"* said Julie Walsh, SPoA lead for BCHS.

The 20-strong team have adopted a rolling programme to develop a 'customer first' culture that includes shadowing clinical colleagues to understand their service needs, collecting and analysing feedback, creating a team newsletter and creating their own employee of the month award.

The SPoA contact number is (0345) 602 4064.

## City & Hackney Dementia Service Launch



THE East London Foundation Trust in collaboration with the Alzheimer's Society launched a new City & Hackney Dementia Service this autumn.

The launch was marked by a special event in October that involved workshops and talks with a range of speakers and experts.

The new service replaces the Diagnostic Memory Clinic and will continue to provide assessment and diagnosis in addition to post diagnostic support with Care Navigation at the heart of the new service.

Everyone diagnosed with dementia in City & Hackney will be allocated a named Community Psychiatric Nurse (CPN) or a Dementia

Navigator depending on need and complexity.

The Community Psychiatric Nurses and Dementia Navigators are aligned to Neighbourhoods, with each GP practice within the neighbourhoods having a named nurse and a Dementia Navigator. They will work together within their respective neighbourhoods to ensure that every client is supported, risks monitored and that they are reviewed regularly from diagnosis to end of life.

Commenting on the launch of the new service, Programme Manager Martina Agho said: *"The only way to make sure nobody is forgotten is to keep everybody in the service."*

*"Then you don't have a situation where somebody is going here, there and discharged and re-referred again - it caused a lot of problems for service users."*

*"At any given time, we will know where they are in terms of their health condition - if they're deteriorating we will know. We're able to work with the individual (and their family) and put dynamic plans in place to support them."*

All referrals to the service will be via the Single Point of Entry and new referrals will be accepted only from the person's GP, Homerton University Hospital health professionals or the Parkinson Clinic.

Referrals for existing clients (those with a diagnosis of dementia) can be made by anyone including self referral.

The new service is still based at Unit 1, 30 Felstead Street, Hackney Wick, E9 5LG. Telephone No. 0203 222 8500



## Service User-Led Accreditation



Completion of the very first Accreditation visit – Beds CAMHS. From the left: Assessors Craig Donohoe and Naheen Ali, Beds CAMHS Director Jo Meehan, Sally Wilkin Service User Lead, Simona Shaygan Quality Assurance Manager and Project Lead.

THERE is a universal truth by Greek philosopher Heraclitus – “*the only constant in life is change*”. At ELFT we live up to this truth - we embrace continuous improvement of our services. But some may ask when is the right time to begin thinking about raising standards of our services, and improving the experience for those who use it? And film director Federico Fellini had an answer – “*there is no end; there is no beginning*”. There is only dedication and commitment. And Service User Led Accreditation is a perfect example.

ELFT has passion for listening to our service users and carers and through Quality Assurance and People Participation initiative we took this further. For nearly nine years we have utilised our service user-led standards to drive up quality and experience, but the process was no longer reflecting the changes the organisation was making, and new ways to improve patient experience needed to be found. Therefore, the next natural step was taken – we developed a brand new, innovative process, led by our service users and carers alongside our staff.

A new accreditation programme is aimed at focusing on 24 standards created by our service users and staff that would be stretching for services to meet and become a marker of true excellence as defined by our service users. The teams that take part in the programme are given an opportunity to really self-assess against the standards that are most important to our service users. The standards look into wide range of elements of service provision, also seen in clinical audit as well as CQC. Therefore, by taking part in the programme, teams can complement to their overall quality assurance and improvement activities.

Regardless of the status received after the process, teams benefit from building on the level of accreditation received, demonstrating a commitment to continuous improvement and excellence, and where relevant, work towards the next level of accreditation.

The programme was launched in April this year and we tested the process with eight different services in Bedfordshire and London. After successful start, the programme was implemented trustwide and we have teams taking part from across the organisation, including CAMHS, Forensics, Mental Health, Community Physical Health and Specialists Services.

The programme runs on quarterly basis, and new cycle will begin in January 2020.

Staff interested in joining this initiative and knowing more about raising standards, can find information on the staff intranet. If you are a service user or carer who would like to get involved in the programme, contact us on: [elft.qa@nhs.net](mailto:elft.qa@nhs.net) or call us 020 7655 4125.

## Help for Homeless People With Mental Health Needs in the Capital

The Mayor of London announced a new £2.35m scheme to support people with mental health needs sleeping rough in the capital. The two year pilot aims to ensure that mental health and homelessness services work in collaboration to deliver better outcomes. ELFT will join outreach workers from St Mungo's, Thames Reach and Single Homeless Project (SHP) to develop and test new approaches.





## Nursing Associate Pioneers



**CONGRATULATIONS** to our new ELFT Nursing Associates who graduated this summer from the University of Bedfordshire. We featured the London Nursing Associate graduates in the last issue of Trusttalk.

Both cohorts are Nursing Associate pioneers because they have led the way on the first course for others to follow. All have secured Band 4 roles within the Trust. The Nursing Associate training develops skills and expertise in physical health care AND mental health care so that Nursing Associates can offer good all-round care to any patient whatever setting they work in.

### What is a Nursing Associate?

The Nursing Associate is a new role within nursing in England. It has been designed to help bridge the gap between health care assistants and registered nurses. It is a stand-alone role that Nursing Associates can opt to remain in and is a foundation degree. But there is also the option of progression into graduate level nursing to become a qualified nurse.

It is a registered role with the Nursing and Midwifery Council which requires them to revalidate their qualification every three years the same as any other qualified nurse. Nursing Associates are able to undertake certain nursing procedures which unregistered nurses are not permitted to.

### What is Involved in the Training?

The training takes two years. Trainees are paid while they study. There are classroom sessions but most of their learning takes place in the field on placement. It offers an opportunity to people who have been in health care assistant or social therapist roles for a long time without a clear career path. Prior to commencing training, individuals need to demonstrate or achieve GCSEs grade 9 to 4 (A to C) in maths and English, or evidence key skills level 2 in maths and English.

All the organisations involved offer supervised placements in their respective organisations to enable trainees to get a broad range of experience.

## New Newham Mental Health Crisis Service Number **020 7771 5888**



THE 24 hour Newham Mental Health Crisis service telephone number has changed to 020 7771 5888. This is the number to call if someone's mental health is deteriorating, if they are in distress and feel unable to cope. It provides support to anyone who lives or works in Newham.

There is a new number for the Newham Home Treatment Team (HTT) too - 020 7540 6759. The team provides assessment and treatment to people who are experiencing a mental health emergency of a nature or severity that would otherwise require admission to inpatient services.

Where appropriate, this service can provide an alternative to hospital admission, enabling people to receive treatment and care in their own home. By remaining in their own community, the disruption to their lives and the lives of those caring for them is minimised. The service is available 24 hours 7 days per week.

For a full list of all ELFT crisis line phone number services across the whole of the Trust visit the ELFT website:  
<https://www.elft.nhs.uk/Contact-Us/Get-Help-in-an-Emergency>



## Fothergill Ward Says No to Pyjamas



FOTHERGILL Ward at East Ham Care Centre in Newham held a #PJPyjamas event on 18 October. Staff entered into the spirit of things by dressing in an array of nightwear either brought from home or 'borrowed' from the linen cupboard! The result was that all the patients were dressed in daywear and the staff in their nightwear. Staff and patients from Sally Sherman Ward joined in the action. The event was organised by Rincy Varghese who wanted to find a fun but clear way to raise awareness.

### Pyjamas Inactivity

PJ Paralysis is a term to describe the negative physical and psychological effects experienced by patients who spend long periods of time inactive, and in their pyjamas while in hospital. Patients can lose muscle strength, which leads to longer hospital stays.

#EndPJparalysis has become a global movement embraced by nurses, therapists and medical colleagues. Its aim: to value patients' time and help more people to live the richest, fullest lives possible by reducing immobility, muscle deconditioning, and dependency at the same time as protecting cognitive function, social interaction and dignity.

### Physical and Mental Impact of a Hospital Admission

If you are 80 and spend one week in hospital, this can lead to a 20 percent reduction in your quad muscles affecting strength for walking or standing. There can be 1.5kg of muscle loss and a ten percent reduction in aerobic capacity.

Wearing nightwear affects our sense of identity and can make us feel like an observer of activities around us leaving decisions about ourselves to others, rather than being an active participant.

The event kicked off with armchair exercises to lively salsa music, disco hits and - the best exercise riff of all - YMCA! The familiar tunes meant that everyone was soon jiggling along to the sounds.

NB. Fothergill Ward provides end of life care and rehabilitation to Newham residents aged 65 years and over. It is a 27 bedded intermediate care ward providing treatment, care and support to patients at various stages of recovery and at the end of life.

## ELFT Peer Support Training First to be Accredited by RCPsych

THE Tower Hamlets Peer Support Training Programme has received Royal College of Psychiatrists CCQI accreditation. It is the first such accreditation in this field offered by the Royal College of Psychiatrists.

A Peer Support Worker is someone with lived experience of a health condition who is trained and employed to support other patients'/service users. They are invaluable support to fellow patients and can support them in navigating their way to recovery or to an optimum quality of life.

Paul Binfield, Associate Director for People Participation is thrilled. "I am really excited about this opportunity to work with RCPsych to develop this profession to new levels". The training is a great foundation and focuses on engagement, connecting, empathy, confidentiality and supporting others."

Dr Rahul Bhattacharya, Consultant Psychiatrist and Associate Clinical Director in Tower Hamlets is delighted. "Having the right training for Peer Support Workers (PSW) in place is critical to ensure that PSWs are equipped with the right skills and competencies to do their job professionally. I am excited that our training programme is the first in the country to get the Royal College of Psychiatrists seal of approval!

"ELFT has been in the forefront of research and development around recovery, co-production and working with people with lived experience to instil hope, break barriers and promote wellbeing. This is another significant step in that journey!"

Peer Support Workers don't work just in mental health settings. There are Community Peer Support Workers in place in Continence Services and Diabetes Services.

The ENRICH research project inspired Tower Hamlets Peer Support Training Programme (ETHoS Training Programme) is funded by Health Education England (HTE).

## Sepsis Conference

POWERFUL patient stories of sepsis – and best practice to tackle the deadly condition – were shared at a conference for Bedfordshire health and social care professionals.

The collaborative Bedfordshire 2019 Sepsis Symposium was held at Kings House in Bedford on 9 September 2019.

It was organised by the Trust's Bedfordshire Community Health Services (BCHS) in partnership with Bedford Hospital NHS Trust.

More than 100 health and social care professionals attended for a day of sharing best practice, ideas and experience to drive continuous improvement in how the healthcare system addresses what is commonly known as 'blood infection'.

The conference was organised by Ed Phillips, Practice Development Lead Nurse for BCHS, and Emma Hutt, Bedford Hospital's Lead Nurse for Cardiac Arrest Prevention, sepsis lead and NEWS2 champion.





## Building Ability Conference



OUR ELFT Ability staff network conference took place on 11 October 2019. It brought staff from across the Trust together to understand the barriers disabled staff face in the workplace and debate how to ensure everybody has what they need to do their jobs well.

The conference set out to explore practical things that can remove, reduce and prevent barriers at work. A host of keynote speakers and guest presenters rose to the challenge to enlighten participants on making workplace adjustments click into place. Topics covered included inclusive leadership, disability pride, Access to Work and assistive technology. Speaker Kerry Pace from Diverse Learners called on people to “avoid assumptions about staff with dyslexia and dyspraxia and what they can do” and provided a great deal of practical tips. One size won’t fit all was the key message.

The reflection of one person was, there is a “feeling that Trust wants to do the right thing but at times systems can be a barrier. We need to speak up when that happens.”

One workshop looked at how working in a trauma-informed way enables us to be aware of our own and service user’s adverse traumatic experiences. It improves our abilities to care for ourselves and service users with compassion and resilience. Clinical Psychologists Marion Bates and Gavin Taylor noted *“Being exposed to someone else’s trauma can traumatises us, but also seeing someone grow and develop can lead to positive changes in us”*.

Psychologist Lisa Duteill and People Participation Lead Fiona Ball, hosted a workshop giving staff a chance to reflect on how our lived experiences influences us at work.

The event concluded with a panel discussion to gather final reflections, hopes and commitments. Shannon O’Neill, ELFT Ability Network Lead said *“It was fantastic to see so many staff come together and have thought-proving discussions about disability in the workplace. This was a key opportunity to see the ability of disabled staff and for the Trust to build its ability to provide the support that staff need to do their jobs well.”*



Participants departed with a Lego keyring to reinforce the ‘Building Ability’ theme.



## ELFT Attains Employer With a Heart Recognition



ELFT has received the ‘Employer With Heart’ recognition by ‘The Smallest Things’ charity which promotes the health of premature babies and their families.

The award is in recognition of the Trust’s Maternity, Adoption and Shared Parental Leave Policy which aims to support staff on their journey to becoming parents. These changes support parents returning to work following the birth of a premature baby and additional paid leave will be given to parents (including paternity leave) if their baby is prematurely born and hospitalised care is required. The paternity leave will allow new fathers to be with their baby in hospital, receiving at least two weeks of paid compassionate leave on the birth of their premature baby.

Part of the mission of ‘The Smallest Things’ is to promote high quality care for mothers affected by postnatal depression, anxiety and symptoms of post-traumatic stress disorder associated with premature birth.

## Farewell to Reset

ELFT bid a fond farewell to the Reset team who provided drug and alcohol addiction services in Tower Hamlets. The contract has moved to a new provider, Change, Grow, Live. Reset joined the Trust in February 2017 bringing together a range of organisations: COMPASS, Lifeline, ELFT, Mind and RAPt, who together built a well-performing, cohesive service that put the service user at the

centre of care and delivered strong quality and performance.

Reset staff have transferred over to the new provider and continue to support Tower Hamlets residents who have addiction issues. CEO Navina Evans wrote to each member of staff to thank them for their contribution to the work of ELFT.



## First Social Work Apprentices



A group of staff have started their journey to becoming qualified social workers through the Trust's first social work apprenticeship. The project is being run in partnership with the University of Bedfordshire (UoB). It will be a work-based learning programme that will see the apprentices remain in post for three years but spend one day a week at university. In years two and three they will complete social work placements – 70 and 100 days respectively. They will graduate as qualified social workers at the end of the three years.

## Students Vote Crisis Team Best Placement Ever!

THE Luton and South Bedfordshire Crisis and Home Resolution Treatment (CRHT) team have been chosen as recipients of the University of Bedfordshire (UoB) 2019 Placement of the Year Award. The award is chosen by UoB students through a vote for their favourite placements.

CRHT Operational Team Leader Tawanda Hakulandaba said: "Students are welcome and a valuable addition to our team. They are mentored by individual nurses but educated and supported by the whole team. Placements within the Crisis pathway directorate gives students learning opportunities that helps meet key skill competences and also develops the student to be an autonomous practitioner."

ELFT is achieving an outstanding retention of students from UoB once qualified, with the positive placement opportunities provided a significant factor in graduates choosing to start their professional career with the Trust.

CRHT Consultant Psychiatrist and Associate Director of Medical Education, Dr Seanna Eisenhandler, was delighted with the recognition given to the team – and the value the placements provide to both students and the Trust.

"We find it extremely rewarding seeing the nurses we have helped train as colleagues on the wards, CMHTs and across other services," she said.



## IMPROVED VALUE

## ePrescribing in Bedfordshire and Luton

NEW technology is being introduced to replace handwritten prescription charts across the Trust's mental health inpatient services in Bedfordshire and Luton.

East London NHS Foundation Trust (ELFT) is one of the first mental health trusts in the country to introduce electronic prescribing and administration (ePMA).

The use of ePrescribing removes the need for handwritten prescriptions and dramatically reduces the risks of medication error. It supports medicines optimisation and improves patient outcomes where medicines are used in treatment.

The system has been introduced across the Trust's London services and is now being rolled out in Bedfordshire and Luton.

Dr Paul Gilluley, Chief Medical Officer for ELFT, said: "The move to ePrescribing means we can do away with paper prescription charts, nurses will not have to decipher illegible handwriting and medication information and clinical prescribing decision support will be readily available."

He added: "It will save time, improve safety and bring about improved outcomes for patients."

### Benefits of ePrescribing:

- All information on an electronic chart is legible and understanding what's on the chart is not dependent on the neatness of doctors' handwriting
- No medication charts get lost or misplaced
- Reduction in stationary costs
- Remote prescribing, eliminating the cost of taxi journeys between Luton and Bedfordshire sites
- Reduction in administration, transcribing and prescribing errors
- More efficient medication rounds – saving time for nurses to have patient contact
- More efficient pharmacy practice

The Trust's Coral and Jade Wards in Calnwood Road at the Luton & Dunstable Hospital site were the first to use ePrescribing and the technology is being introduced across other sites in a phased project, which is expected to complete before the end of November 2019.







## Award Winning Teams



Tower Hamlets Team

**TWO ELFT teams won prestigious awards at the National Positive Practice in Mental Health Awards 2019 ceremony that took place in Duxford, Cambridgeshire on 10 October.**

The Tower Hamlets Mental Health Liaison and Psychological Medicine Team won the top accolade in the category for Integration of Physical & Mental Healthcare.

Shoreditch Ward, a Specialist Forensic Learning Disability ward based at The John Howard Centre were the winners in the Service Transformation category. They impressed the judges with their Quality Improvement (QI) project, 'Flip the Triangle.'

The Tower Hamlets team work closely with the A&E department and wards in the Royal London Hospital and St Barts Hospital in providing joint care of service users.

The team include staff from ELFT, Barts Health NHS Trust, the London Ambulance Service and other community organisations, all working together to ensure that people get the care they need in an integrated way. The team stood out for working hard to bridge the gap between mental and physical health provision.

On learning that they had won, Rikke Albert, Nurse Consultant for Tower Hamlets Mental Health Liaison & Psychological Medicine said: *"We are all really happy that the team have been recognised for making joined up care a success. To be recognised like this really gives everyone a boost."*

Shoreditch Ward won their award because of their work focusing on

providing positive and proactive interventions to manage challenging behaviour and improve ward safety. By applying Quality Improvement (QI) methods to instigate change they have been able to make measurable and specific improvements across a range of areas.



Shoreditch Ward

On receiving the award, Shoreditch Ward's Clinical Nurse Manager George Chingosho said: *"This is a great Trust that gives people a platform to develop. I work with an amazing team who are dedicated and resilient - both attributes which allow us to make a significant impact on care."*

*"I would also like to thank our senior managers who give us the space and time to work creatively."*

Another ELFT team up for an award on the night was the The City and Hackney Community Rehabilitation and Recovery Service who were highly commended for the category Specialist Mental Health Rehabilitation.



Shoreditch Ward

## ELFT First to Get Roald Dahl Charity Funded Nurse

ELFT is one of three NHS Trusts benefiting from Roald Dahl's Marvellous Children's Charity's decision to fund a Roald Dahl Specialist Transition Nurse post. Roald Dahl Nurses care for young people who have long-term, incurable conditions including epilepsy, acquired brain injury, rare diseases, sickle cell and thalassemia.

Young people in Newham with Special Educational Needs and Disabilities and complex health needs are getting a boost to their

care from the charity set up in memory of children's author Roald Dahl.

The new appointee will work directly with children and families across the borough to support them as they make their transition from child to adult health services. The highly specialist role being created in Newham is part of the charity's ongoing strategy to address the gap in quality transition care in the UK.



# Why I'm Having My Flu Jab This Year



TRUSTTALK'S cover features Parveen Bhatia who is the Operational Manager for Perinatal Health Services in Tower Hamlets. A fit and health female, she started 2019 as a patient in Intensive Care having contracted Influenza Type A. If you are a member of staff or someone with a respiratory condition and are uncertain about having the flu jab, read on.

It was Christmas Eve. I'd been shopping in Wolverhampton for items for our family Christmas dinner. I felt drained but I put it down to the fact that it was the run up to Christmas and I'd been busy. And I still managed to cook Christmas dinner for 16 people on Christmas Day!

On Boxing Day, I felt really weary and tired. I stayed on the sofa most of the day. I went to bed at midnight and to my astonishment, I woke up at 5pm the following evening! I thought my body was just resting and catching up. My family thought it was a hangover! I went to bed a few hours later at 9pm as I felt so tired. Once again, I slept through till 5pm the next evening. 20 hours! It was a strange sort of tiredness. I felt I was sinking into the mattress. I had no appetite, and felt intermittently sweaty and then shivery.

I came back to London on 28 December. I saw a doctor who listened to my chest but didn't suggest an X-ray. He prescribed antibiotics but

I felt no better. I cancelled my New Year's Eve plans. My friends were so worried and advised me to call 111. 111 sent an ambulance as I was talking nonsense to them, going on about cooking the Christmas turkey.

The crew assessed me in my flat. They thought I was essentially OK and needed to continue with the antibiotics. But the female crew member had a puzzled look on her face and said something didn't feel right. While doing more tests in the ambulance, I deteriorated further and the next minute, the ambulance blue light was on and I was being sped to A&E.

As any NHS worker will know, New Year's Eve is one of the busiest nights of the year in an A&E department. I felt terrible and was apologetic for wasting their time, because at this point I felt great. But I was delirious, apparently still going on about cooking Christmas dinner for 16 people! The medics were completely puzzled but took an x-ray which revealed that I was in serious trouble. I had severe pneumonia and my left lung was almost completely opaque with very little oxygen exchange going on. I went on to deteriorate progressively. I started to feel I couldn't handle it all anymore. I actually had a sense that there was a light above and the ceiling was opening up and the light was becoming larger, warmer and peaceful. I thought I was dying and I probably was. And then, something gave and I could breathe again. My condition kept fluctuating but I eventually stabilised after 5 days. I was so weak, that I could barely walk and I had lost a lot of weight. I was very traumatised by what had happened.

Now I'm back on track but it took six months for me to feel myself again. **So I have three messages for my colleagues at ELFT:**

1. **Have the flu jab.** Even if you feel a bit rough after, it is nothing compared to the fight your body has to put up with if you contract flu.
2. **Don't minimise your health needs.** Listen to your body and act to get help. It's natural to be stoic and not want to burden NHS services because we are the NHS.
3. **Put your health first.** It's easy to put other things first when patients and colleagues rely on you, and you care about doing a good job. But you can't help others if your own health is poor.

## Speaking Up, Listening Up



INSPIRATIONAL and diverse speakers have helped emphasise the value to the NHS of creating a culture where staff feel safe and supported in raising concerns.

The Trust's Bedfordshire and Luton Freedom To Speak Conference 2019 was held on Tuesday, 15 October 2019.

The theme was 'Speaking Truth to Power: Speaking up, Listening up' and highlighted that an organisation's ability to listen is as vital as empowering staff to speak up.

Speakers were Chief Executive Dr Navina Evans, Lead Nurse Lorraine Sunduza, Non-Executive Director Jenny Kay, 'Speaking Truth To Power' researcher John Higgins, Director of Nursing Claire McKenna, poet Rob Gee and Director of Bedfordshire and Luton Mental Health and Wellbeing Service, Michelle Bradley.

Ade Dosunmu, the Trust's Freedom To Speak Up Guardian said, *"I am grateful to colleagues who took the time to attend and to our amazing speakers who shared different experiences but had one collective message – everyone will be safe and supported at ELFT if they need to speak up."*





## World Mental Health Day

FUN and engaging events were organised by Trust staff for World Mental Health Day 2019 to promote open and healthy discussion about the subject.

A body confidence fashion show, recovery walk and healthy mind and body hub were among the highlights of activities organised by teams across the Trust.

World Mental Health Day 2019 took place on Thursday 10 October.



## Creating Value Matters

OUR staff and service users tell us that there are a number of areas where we are wasting resources that can be better invested in care. We want to make intelligent decisions to ensure the work we do is more effective and we make the best use of our money and resources.

How do we plan to improve value? Firstly, the Trust is supporting QI teams to create value in a multitude of ways. The current wave of the Improvement Leaders Programme is supporting a cohort of teams across the Trust who came forward with projects specifically targeting waste reduction as their main outcome.

One of these projects is 'Green Morrison', taking place on Morrison Ward at the John Howard Centre. They are working to increase green initiatives on the ward by reducing the systemic use of disposables (i.e. cutlery, paper) with the aim of redirecting savings into therapeutic activities. Here are some of their change ideas:



Every service user having their own set of plastic cutlery, plates, bowl, cup for personal use as opposed to using single use polystyrene disposables.



Service users choosing and buying ward newspapers daily, to reduce paper waste.



Service users now buying the weekly essentials such as juices, bread, biscuits, tea and coffee, to reduce food waste.



Staff are buying ward/office stationery from local department stores.

Other teams in the value cohort include the Tissue Viability Nursing team in Bedfordshire. They are seeking opportunities to move information rather than people to reduce travel across the geography. They identified that they travel to assess patients who could be assessed with information already collected in primary care. Adam Toll is the Energy and Environmental Manager at ELFT and he has spotted a quality issue with the Trust's energy waste and recycling levels. The Financial Viability Team are also looking at ways to reduce the 869,000 pages printed in Corporate Services in the last 12 months, with over 17 million pages being printed by the Trust in that time.

This wave of training further gave all 150 delegates a chance to learn about different waste identification tools. All delegates carried out a 'waste walk', going into local shops, tube stops and other sites to identify many types of waste, far beyond over-ordered items.

In addition to these interventions, the Trust is running a Creating Value campaign. The campaign collected votes on ideas proposed by staff to reduce waste via the intranet. The idea with the highest number of votes in November was "to have more IT engineers/champions on the ground".

In the last couple of months, our IT Team have already done some fantastic work to improve the efficiency of the Helpdesk function:

- Reduced average wait time from 20 minutes to under 1 minute
- Reduced abandoned call ratio from 50% to around 5%
- Reduced the longest wait from almost 2 hours to 10 minutes.

The next stage is to replicate this work across the processes which manages our on-site/roaming engineers.

## International Academic Partnership



**AN** exciting new joint venture between ELFT and Maltepe University, Istanbul, Turkey has led to the development and launch of a master's programme (MA) in Clinical Psychology with Body Psychotherapy Certificate.

This is the first of its kind in Europe and Asia and covers years of successful research in the area of body oriented psychological therapies conducted in East-London to the international community.

The MA in Clinical Psychology with Body Psychotherapy Certificate is developed in collaboration with leading international clinicians and academics. The curriculum development and delivery is co-facilitated by Professor Frank Röhricht and Assoc. Prof Özden Bademci.

Prof Frank Röhricht has delivered the first course on behalf of ELFT from 14 until 18 October 2019. The programme has already received significant attention and for the first year it received 115 applications for 12 places.

Future plans include the involvement of BPT/DMP practitioners from ELFT in supervising placements for students in London as well as teaching contributions.

Discussions have started to develop a sister programme at Queen Mary University of London.

## Primary Care Networks

Primary care networks (PCNs) are being established across England and Wales to enable health professionals and GPs to work more closely when looking after the population living in the area near the GP practice. Since 1 July 2019, all except a handful of GP practices in England have come together in around 1,300 geographical networks covering populations of approximately 30–50,000 patients. Around 50 networks, usually in very rural areas, will cover a population of less than 30,000, but most are bigger than 50,000.

## Mental Health Care Transformation Funding Win



**COMMUNITY** mental health care in north east London is set to be radically transformed thanks to a major cash boost announced today by NHS England.

The North East London STP, of which the Trust is part, is one of the 12 sites across England set to receive a slice of the £70 million investment from the NHS transformation fund.

In line with the NHS Long Term Plan, launched in January, the aim is to dissolve the boundaries between primary and secondary mental health care.

It seeks to ensure that people with severe mental illness can access better care closer to home.

Working with local authorities, voluntary sector organisations and primary care, the Trust will be piloting this new and integrated model of care in Tower Hamlets, Newham, Hackney and the City of London.

Under the new approach, new multidisciplinary, multi-agency mental health teams will transform the way care is delivered.

The new teams will include psychiatrists, psychologists, nurses, social workers, peer support workers and community connectors working in partnership with primary care clinicians, social prescribers, clinical pharmacists and community health services to ensure that people's care is managed holistically.

These teams will provide a wrap-around support for people with varying levels of need, including those with longer-term and complex requirements.

Care planning will be tailored to meet the needs of local populations.

The transformation will truly integrate primary and secondary care to enable GPs and specialist mental health teams to work more closely together.

The aim is to ensure that people will receive appropriate care within four weeks of initial contact with the NHS.

Furthermore, people in north east London with moderate to severe mental illnesses will benefit from improved access to psychological therapies (talking therapies), improved physical health care, employment support (individual placement and support), personalised and trauma-informed care, medicines management and support for self-harm and coexisting substance misuse.

ELFT Chief Executive Dr Navina Evans said: "I am extremely proud of my colleagues at ELFT and at the East London Health & Care Partnership in working collaboratively to secure this important funding from NHS England."

"For the first time ever, primary care networks will be empowered to support people holistically."

"People will be supported to achieve their life goals, beyond the narrow remit of a mental health care plan alone."

"This is genuinely transforming the way we deliver health care."





## Lighthouse Celebration

A celebration has been held to recognise the achievement of volunteers in establishing and growing a Trust-backed mental health 'safe space' in Leighton Buzzard.

The Lighthouse offers free and impartial help to anyone feeling lonely or isolated, people with worries about practical issues like applying for benefits, those who want support as part of their recovery, or anyone who feels they are close to or experiencing a mental health crisis.

The team of trained volunteers and qualified health professionals provide support, advice and - if needed - signpost to a range of services in Bedfordshire.

The Lighthouse started in April by offering drop-in sessions from 5.30-9pm on Tuesday and Friday nights from Whichello's Wharf in Stoke Road.

Demand for the help it provides resulted in it opening on Monday evenings as well. The team are now also providing daytime drop-in sessions from The Royal British Legion (RBL) Club in West Street from 10am-4pm on Wednesday, which will run until the end of January.

The Lighthouse, inspired by carers and service users and led by trained volunteers, is a community-centred project supported by the Trust.

Service users, carers, ELFT staff and a host of community groups



gathered at the Leighton Buzzard RBL on Tuesday 1 October 2019 to listen to people share personal experiences of how it has helped them, mark the progress made since the launch of The Lighthouse, and plan next steps for the community project.

*"The testimonials from people who have been supported by The Lighthouse were truly humbling,"* said service manager Sheila O'Connell.

*"Carers and service users told us what they wanted and have helped the Trust build The Lighthouse into something really special."*

## Conference: Health Research in East London



THE Robin Brook Centre at St Bartholomew's Hospital was full to capacity on 2 October for the 17<sup>th</sup> annual Health Research in East London conference. As with previous years, the conference attracted a vast and engaging audience and this year it was live streamed to Wrest Park in Bedfordshire where colleagues could follow all the action.

The conference was an opportunity for health professionals to discuss a range of innovative research projects ranging from epidemiological studies to clinical trials and qualitative work.

During the networking break in the striking Barts Pathology Museum, the 200 attendees could visit information stalls hosted by partner organisations who support the design and delivery of research at ELFT including Noclor Research Support Services, the Clinical Research Network: North Thames, Research Design Service London, and the award-winning SUGAR: Service User and carer Group Advising on Research.

Trust Chair, Marie Gabriel, presented awards in the research poster competition. The Best Poster Award went to Fritz Mosler whose poster focused on the quality of life of mental health service users: Implementation of DIALOG in ELFT.

Best Clinical Impact winner went to Raghavi Thavenesan, showcasing their work on Initial Psychical Health Investigations in Children and Adolescents Referred to the East London Community East Disorder Service. Best People Participation Engagement winner was Cornelia Bent who presented a poster on service evaluation of service user experiences and perceived changes in a mixed modality arts therapies group in an adult mental health setting.

### Feedback

The event was warmly received with one of the attendees saying: *"An excellent, diverse range of talks - very useful for clinical practice."* Others called it an "eye-opening experience" which covered "very interesting topics" with a "nice variety of presentations and posters."

ELFT's Chief Medical Officer, Dr Paul Gilluley anticipates next year's annual event - which is scheduled for **Wednesday 7 October 2020** - to be the same thriving success. He said, *"The quality of the research undertaken in ELFT is spectacular. It means we lead in the field of mental health and are well-regarded for systematically testing and trying new approaches to improve the treatment and care we provide. We are fortunate to have researchers of this calibre in the organisation. I urge everyone to put the 7 October 2020 in their diary now to ensure they hear the breadth and quality of the knowledge we are accruing."*

The programme and slides from this year and previous conferences can be view on the Trust website in the Research section: [www.elft.nhs.uk/research](http://www.elft.nhs.uk/research)

# MEMBERS



## Meet Your New ELFT Governors

THANK you to all our members and staff who either stood in our Governor elections this summer or voted in the elections.

Congratulations and welcome to the candidates below who have been elected and took up their Governor roles from 1 November 2019.

### New Governors



Dawn Allen,  
Bedford Borough



Suzana Stefanic,  
Central Bedfordshire



Mark Underwood,  
Central Bedfordshire



Kofo David,  
Hackney



Tee Fabikun,  
Newham



Aidan White,  
Newham



Terry Cowley,  
Tower Hamlets



Arif Hoque,  
Tower Hamlets

### Re-elected Governors



Steven Codling,  
Central Bedfordshire



Robin Bonner,  
Staff



Joseph Croft,  
Staff



John Bennett,  
Tower Hamlets

## Our Governors Make a Difference

AN appreciation event was held on 14 November to thank all our outgoing Governors who have contributed their expertise, experience, ideas and views as well as volunteering their valuable time over the past three years, making a real difference to the

effective development of ELFT. They have shown passion and drive to ensure our services respond to the needs of the people who use our services.

We said farewell to our former Governors below:



L-R: Paul Feary (Bedford Borough), Rosemary Eggleton (Central Bedfordshire), Hazel Watson (Newham), Edilia Emordi (Hackney), Adrian Thompson (Tower Hamlets), Nicholas Callaghan (Tower Hamlets) and Damien Vaughn (City of London)

### 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](http://www.elft.nhs.uk) and go to 'Get Involved' or email [elft.membership@nhs.net](mailto: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.





Governors at the appreciation event held on 14 November.

## Celebrating Working in Partnership



OUR Annual General Meeting/Annual Members Meeting took place on 9 October at Hamilton House in Euston/Kings Cross. This year's theme was Working in Partnership. Over 150 people attended to hear Neil Churchill, Director for Experience, Participation and Equalities at NHS England, and Samira Ben Omar from NW London Collaboration of Clinical Commissioning Group who spoke about their work with local communities affected by the Grenfell Fire and the lessons learnt. A key tenet was the value of working with existing networks rather than starting anew.

Four workshops focused on the different types of partnerships the Trust has: partnership with faith communities, the police, charities and service users themselves. You can read more about these on the ELFT website in the News section.

Attendees returned to the main meeting from their workshops to find 'party bags' on their chairs with a drink, a cake, a piece of fruit and some other goodies. This caused a frisson of excitement throughout the hall!

ELFT Governors presented their Governors Report in the form of a film which set out their activities throughout the year. (A shortened version of the film can be viewed in the Membership section of the ELFT website.) Presentations followed about how the Trust spent its money and Quality in the Trust.

The audience asked thought-provoking questions about the impact of Brexit, the pace of change in re-designing community services (thought to be too fast) and other changes in the pipeline.

Thank you to everyone who participated. See you all next year on 14 October 2020.

The Annual Report and Accounts are on the ELFT website. If you would like a paper copy of the Annual Report Summary, contact the Communications team: 020 7655 4049 or email: [elft.communications@nhs.net](mailto:elft.communications@nhs.net)



### Meetings For 2020

We are currently in the process of planning Stakeholder Meetings for 2020 and will confirm the dates soon on our website under the Members section and also in future Trusttalk issues. These meetings are held in London, Luton and Bedfordshire (Central Bedfordshire and Bedford Borough). Contact the Governors and Members Office to find out more or to be put on the email list.



## Your Chance To Let Us Know What You Think...?

We include and consult with our members, service users and their carers annually in our future plans for the coming year. We will be holding Annual Plan Events in London, Luton and Bedfordshire (residents in Bedford Borough and Central Bedfordshire) in February 2020 and March 2020. An overview of the last year will be discussed followed by roundtable

discussions to hear your views and suggestions on what you think the Trust needs to focus on when setting out its plans for the year ahead. If you are not already a member of the Trust and would like to receive information about your local event please email [elft.membership@nhs.net](mailto:elft.membership@nhs.net) or call 0800 032 7297



## FINAL WORD from the Chair

AS the nights start to draw in I'm delighted to be able to look back on a really purposeful start to autumn this year with a well-attended Trust Annual General Meeting/ Members' Meeting in October.

Right from the get go, some great Trust services and teams helped create a warm welcome for everyone attending. Our fabulous Docklands Light Railway Back on Track nurse and ambassadors, volunteers from our Leighton Buzzard Lighthouse safe space, as well as friends from the Alzheimer's Society, MIND and others were on hand to talk about the work they do across so many areas.

The warmth continued to build with the very talented *Sing Tower Hamlets* Leanne Sedin leading everyone in a very special version of Lean On Me – a musical testimony to our Trust's belief in collaborative working. I hope that Leanne can continue to lead the #ELFTin1Voice choir for many more outings – their recent opening for the TEDxNHS at the Greenwich O2 went down a storm.

This was closely followed by our AGM keynote speakers Dr Neil Churchill and Samira Ben Omar who spoke eloquently about the Importance of Collaborating with Local Communities – Learning From Grenfell. Both stated the case powerfully - that genuine co-production work is key to tackling persistent health inequalities.

Our helpful ELFT 'bluecoats' directed people to the breakout/interactive sessions and although I couldn't get around to all of them, I know that all were well attended with lots of useful discussion. Special thanks to our friends from the charity Orchid who we worked with to create a film about BME Prostate Cancer – an important subject that needs to be spoken about more.

I'm delighted to share in the excitement of the teams and service winners at this year's Health Service Journal Awards. It's a real honour to make the shortlist for this particular event, and not only did our QI and People & Culture teams manage it for their entry for Staff Engagement but ELFT colleagues were part of a City & Hackney multi-agency project that won first prize for being the national Mental Health Innovation of the Year. What a remarkable achievement!

And massive congratulations to all our newly elected Governors; both those that were re-elected and a very warm welcome to those who have just joined the ELFT fold.

But this is always a bittersweet time of the year for me as I also have to say goodbye to some wonderful colleagues who have made such a positive impact. This year it means saying goodbye to one of my Non Executive colleagues, Rob Taylor. Thank you so much Rob, for your insights, passion and sense of humour. You will be missed.

Marie Gabriel  
@MarieELFT

# Help Us Help You



Stock your medicine cabinet as many minor issues, like coughs, grazes and sore throats are treatable at home.

## Self Care



Pharmacists offer medical advice and medicines for minor illnesses like coughs, colds, tummy trouble, rashes and aches and pains, and also give flu jabs.

## Pharmacy



Within normal surgery hours your GP should be your first contact with health concerns. GPs provide examinations, advice, prescriptions, vaccinations and referrals.

## GP



You should visit 111.nhs.uk when you cannot wait to see your doctor. NHS 111 is a fast and easy way to get the right help urgently, 24 hours a day, 365 days a year.

## 111.nhs.uk



You should call 111 when you cannot wait to see your doctor. NHS 111 is a fast and easy way to get the right help urgently, 24 hours a day, 365 days a year.

## NHS 111



A&E departments in hospitals are open for life threatening emergencies like heart attacks and accidents, 24 hours a day, 365 days a year.

## A&E

# Right Service. Right Time. Right Place.

It is important to use the appropriate NHS service when you have a health problem to ensure that you get the right service, at the right time in the right place.

Now is a great time to stock up your medicines cabinet to be ready to manage cold symptoms and minor illness to nip issues in the bud before they become serious. Your local pharmacist is a great source of advice too for self care and symptom management.

If you're really not sure how to proceed, call 111. They can give you advice, put a doctor on the line to talk to you, book an out-of-hours GP appointment, direct you to an urgent care centre or call an ambulance, depending on the severity of the situation.

We all have a responsibility not to burden local A&E services and use the appropriate service for the situation.