



East London
NHS Foundation Trust

TRUSTtalk

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



Award Success

Conference Time

**Vote Now in
Governor Elections**

Autumn 2019

**We care
We respect
We are inclusive**



Dr Navina Evans

Chief Executive **FOREWORD**

WE have had quite a summer here at ELFT. I have almost lost track of how many awards our staff have won. Well, that's not quite true because I am immensely proud of each and every accolade and token of recognition that we receive.

So in the pages of this issue of Trusttalk, you will find mention of the Tower Hamlets Pathway Homeless Team who won, not only the regional award but went onto win the National Parliamentary Award for Excellence in Urgent and Emergency Care Award category (Page opposite).

You can also read about the Tower Hamlets Crisis House Service, run by the charity Look Ahead in partnership with ELFT who were awarded 'Support and Care Team of the Year' at the National Housing Heroes Awards 2019.

We scooped up a number of Positive Practice in Mental Health Awards for CAMHS Crisis Service (Bedfordshire

and Luton) who won the 'Liaison and Intensive Support Award,' and the Older People's Care Occupational Therapy team based on Columbia Ward, Mile End Hospital in Tower Hamlets who won the Dementia Team of the Year Award.

The Tower Hamlets Mental Health Care of Older People Psychology Service and The Alzheimer's Society were joint winners with Devon Partnership NHS Trust in the 'Addressing inequalities among older people with mental health issues/dementia' category. And Sally Sherman Ward at East Ham Care Centre, Newham was 'highly commended' in the Carer Support category. (see page 8)

Then Rachel Luby, Clinical Practice Lead at the John Howard Centre won the RCNi Mental Health Nursing Award for her work on changing approaches towards sex and intimacy with service users (Page 4). Well done to everyone and thank you for striving to provide outstanding care to the people you

support. And congratulations to all our new Nursing Associates who graduated in July. A new role for the NHS with valuable skills.

The summer has also been the

conference season and a time when we have come together to learn and share knowledge. Turn to page 9 for a summary of these events. We also held a Volunteer Recognition event and had a lovely tea party to celebrate and thank those who give the Trust their time, their experience and their skills.

Our Annual General Meeting now combined with our Annual Members meeting will take place on Wednesday 9 October. This year's theme is Partnership in Health where we will showcase the different partners we work with to support our communities, such as, the Police, charities, faith groups and... the most important partners of all, those who have used our services. Our keynote speakers are joining us from West London to talk about 'Building Relationships and Learning From Local Communities'. I am looking forward to gaining a deeper understanding of how you support local people after such a devastating event. All details are on the back page. I look forward to seeing many of you there.

Dr Navina Evans

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Nursing Associates Graduation

CONGRATULATIONS to ELFT's newly qualified Nursing Associates who graduated with a Foundation Degree in Healthcare on 17 July 2019. This is a new NHS nursing role where staff have both mental health and physical health care expertise.





Tower Hamlets Pathway Homeless Team Win National Parliamentary Award



ON 24 June 2019, the Pathway Homeless Team based at the Royal London Hospital were delighted to hear that they were the Regional Winner in The Excellence in Urgent and Emergency Care Award

category, one of ten NHS Parliamentary Awards. Three weeks later on 10 July, the team beyond excited to hear they were voted the overall NATIONAL winners in this category.

The service is a great example of integration and collaboration in action. They are part of the Health E1 Homeless Medical Centre in Brick Lane, Aldgate, which registers rough sleepers and people in temporary or insecure housing in Tower Hamlets.

They are commissioned by Tower Hamlets CCG but work in the A&E department at The Royal London Hospital which is run by Barts Health, and liaise with the local authority and the third sector to support homeless people. Their ultimate aim is to ensure homeless people presenting in A&E or admitted into hospital do not get discharged back to the street, but instead are found other options for housing, healthcare and ongoing support in the community.

The Parliamentary Awards opened in March. Tower Hamlets Jim Fitzpatrick MP nominated the team. MPs from across the country were asked to nominate individuals or teams they thought have made the biggest improvements to health services in their constituencies, across ten categories.

Tower Hamlets Crisis House Service Wins National Award



CONGRATULATIONS to the specialist housing provider Look Ahead, and mental health services in Tower Hamlets who are celebrating after the Tower Hamlets Crisis House was awarded 'Support and Care Team of the Year' at the national Housing Heroes Awards 2019 ceremony.

Held in Manchester on 24 June, the award recognised the team at Look Ahead's Tower Hamlets Crisis House, for their dedicated work to supporting vulnerable people in their time of need.

The Tower Hamlets Crisis House is commissioned by and delivered in partnership with ELFT and offers short-term accommodation to people experiencing mental health crisis. The cost-effective alternative to acute hospital admission provides accommodation, care and support, to those who are too unwell to be treated at home.

Service Director, Edwin Ndlovu, is delighted that team has been recognised for their unique support to people in crisis. He said, "The team provide a calm and caring environment for local people experiencing mental health issues enabling them to feel safe, and to recuperate and recover alongside support from mental health care staff. It is a really effective partnership so we are really pleased that it has been recognised by Housing Heroes."

This year, Tower Hamlets Crisis House expanded its provision in order to offer a new community support service, which offers support sessions for local residents.

Chris Hampson, Chief Executive of Look Ahead, said: "Tower Hamlets was Look Ahead's first ever crisis house, and for it to be awarded support and care team of the year is a tremendous accolade for the service our team provides. Last year alone, the Tower Hamlets Crisis House team supported 114 people. Based upon NHS Health of the Nation Outcome Scores (HONOS), 94% showed an overall improvement in mental health and not a single person chose to leave the service early. This is an incredible achievement and it demonstrates just how much our work is valued."

Dr Rahul Bhattacharya, Consultant Psychiatrist who works closely with the Crisis House added, "The Look Ahead Housing and ELFT partnership project offers a community alternative to hospital admission. It was included as a case study in the national 'crisis and acute alternative provision' in NHS England's information pack in June 2019."



SAVE THE DATE

For further information see page 16

Annual Members Meeting & AGM Wednesday 9 October 2019 (4:30pm - 7:30pm)



Forensic Services Nurse Wins RCNi Mental Health Nursing Award



A delighted Rachel Luby (second on the right) with TV presenter Kate Garraway (in pink)

RACHEL Luby, an inspirational Clinical Practice Lead at the John Howard Centre won the RCNi Mental Health Nursing Award on 3 July 2019. Rachel was nominated for her work on changing approaches towards sex and intimacy with service users. She has been a driving force behind policy and guideline changes, leading a Quality Improvement project on Limehouse Ward.

Rachel felt the recognition of patient's sexual needs are often overlooked and with little outlet for healthy sexual expression whilst in care, this could ultimately impact on their ability to create new relationships following discharge from the unit.

As a result of her interventions, a sexual health nurse now attends the ward to offer screening, advice and treatment. A weekly group discuss issues around love, sex and intimacy and sexual expression is now part of each patient's care plan.

Rachel was over the moon about the award saying, *"I put the award on the pillow next to me after the ceremony so that when I awoke I would realise that it wasn't just a dream!"*

National Older Peoples' Mental Health and Dementia Awards

TWO ELFT teams were award winners at the National Older Peoples' Mental Health and Dementia Awards in July 2019, in the Positive Practice in Mental Health Awards.

Tower Hamlets Occupational Therapy team based on Columbia Ward, Mile End Hospital in Tower Hamlets won the prestigious 'Dementia Team of the Year' Award for their all year round efforts to improve the care they provide to service users!



THE Tower Hamlets Mental Health Care of Older People Psychology Service integrated with The Alzheimer's Society were joint winners with Devon Partnership NHS Trust in the 'Addressing inequalities among older people with mental health issues/dementia' category.

They received recognition for their Bengali Cognitive Stimulation Therapy group, which ensures that National Institute of Clinical Evidence (NICE) recommended, evidence-based treatment for mild-moderate dementia is accessible for people with dementia and their carers from the Bengali communities of Tower Hamlets. This was a real collaborative effort between partner organisations and the East London Mosque.

Sally Sherman Ward at East Ham Care Centre in Newham were 'highly commended' in the 'Carer Support' category.





Shadow Secretary of State for Health Visits Homeless Medical Centre



ON 20 June, staff at Health E1 Homeless Medical Centre in Tower Hamlets hosted a visit by Jonathan Ashworth MP, MP for Leicester and the Shadow Secretary of State for Health and Social Care. Jonathan's office contacted ELFT to say he was interested in spending time with staff who worked with homeless people and service users to understand the pathways for supporting homeless people with physical health, mental health, addictions and social issues, to find out what helps, what works and what doesn't. It was a great opportunity to speak up for vulnerable homeless people and talk about the work carried out by a range of health and social care professionals.

Staff at the Tower Hamlets practice were joined by colleagues from the Greenhouse Practice in City and Hackney, and from the Newham Transitional Care Practice in Newham to give the MP a perspective from other areas too. Gerry Rolfe from the Homeless campaigning charity, Groundswell, also came along to talk about the support they can offer in tandem with the NHS.

Staff told the MP that integrated care was key as homeless people had many issues and you couldn't address one with addressing the other simultaneously. All said that trust was key and that it was important that individuals did not feel judged when making contact with services. Reception staff came in for special praise for their skills in handling complex individuals and managing incidents that occurred.

Jonathan Ashworth MP said, *"It was a real honour to spend time on the frontline at Health E1 Homeless Medical Centre listening to staff and service users. The work here is inspirational providing health care and social support for some of the most vulnerable homeless in East London."*

Supporting Young People Moving to Adult Care

NEWHAM'S Sickle Cell and Thalassaemia Centre hosted its annual 'Transition' event for children who are shortly to move from paediatric care to adult care often an uncertain time for young people. It was created following feedback from young service users who expressed anxiety about switching.

A series of round table discussions took place focusing on questions identifying the current expectations of transitioning from young people present, their concerns about moving to adult care and their hopes for what transition could become. The Sickle Cell and Thalassaemia

Brexit Update

FOLLOWING the decision to delay the UK exit from the EU to 31 October 2019, the Brexit Committee has continued to meet to progress planning and brief staff and managers with any information deemed useful and relevant.

A no-deal Brexit remains a possibility so the Trust continues to monitor advice from NHS England and check our own supply chains are robust. Communication with staff has reiterated that ELFT is keen to retain all our staff, with the request for EU national staff to speak to their HR manager or line manager if they are reconsidering their future plans and career intention in the light of the UK exiting the European Union.

A Brexit planning exercise with senior managers took place in February 2019. A second one will take place in September to enable us to test our plans and talk through possible scenarios.

Koestler Awards

THE Koestler Trust is a charity which helps ex-offenders, secure patients and detainees in the UK to express themselves creatively promoting the arts in prisons, secure hospitals, immigration centres and in the community. It was founded in 1962, by a bequest from the British-Hungarian author, Arthur Koestler.

Workshops took place in Forensics services to enable participants to use their new skills alongside their existing interests to create a final piece/collection of artworks for submission to the Koestler Awards. Attendance and engagement was fantastic throughout the project with a total of thirteen individuals taking part from across the service.



team will use the information collected to design a better pathway to address concerns.

Service Manager and Specialist Nurse, Sekayi Tangayi said, *"With a better Transition pathway, we hope the young people and their families will be more confident in the process of transitioning, and the young person will be able to engage more with their care once they are an adult and the responsibility to engage is solely with them. Thank you to everyone who participated especially the team for their hard work and enthusiasm."*



Saying Thank You to Our Amazing Volunteers and Governors



THE Trust held a Volunteer and Governor Recognition event on 12 June inviting all the incredible people who give their time and energy to the work of the Trust.

Chair Marie Gabriel welcomed everyone to afternoon tea, and said it was good to have the chance to formally say thank you and acknowledge the contribution they make in supporting staff, and the people who use our services and their families.

The audience heard from Sally Kiernan, Occupational Therapist at the Newham Centre for Mental Health with colleagues James Hughes and Marcia Sommers who support volunteer-led social groups two evenings a week. These are popular and a source of support to inpatients. Sally said when staff feel tired at the end of the working day, the

volunteers arrive at 5pm full of energy and enthusiasm, and invigorate them.

Luton Governor, Jamu Patel, spoke about the privilege of working with the Trust as a Governor. She talked about how therapeutic it is to be part of something bigger and how being involved improved her own mental health wellbeing.

Leah Crowe, a dance therapist, spoke to the audience about the volunteers who help with dance movement evening groups for service users at the Tower Hamlets Centre for Mental Health. She spoke about the power of dance and movement in giving people thinking space with no demands - and the joy of dancing with others.

Thank You



Chief Executive Navina Evans added her thanks to Marie Gabriel's, saying that it wasn't just their time that volunteers and Governors gave, but that they gave part of themselves as well. She said she felt that the Trust was very fortunate to have such a powerful army of people who wanted to

make a difference and get involved. She also thanked the volunteer leads who support and manage the volunteers in their placements.

Volunteer of the Year



Navina announced the Volunteer of the Year. The humble and very embarrassed winner was Kristine Olsen-

Vetland, who volunteers at East Ham Care Centre in Newham. The audience heard that Kristine started volunteering at East Ham Care Centre Activities four years ago and attends 3-4 days each week. She generates new and creative ideas for the activities programme at the Centre and applies herself passionately. She demonstrates passion for caring and naturally elicits trust from patients and staff.

Kristine was utterly overwhelmed and said she only did what all volunteers did but said, *"I love my time at East Ham Care Centre. I am happy to be able to continue to use my experience to help and support people."*

All volunteers received a small gift.

PAW POWER Animal Therapy in Newham



THE Occupational Therapy Department at the Newham Centre for Mental Health have introduced Animal Assisted Therapy (AAT) in the unit.

There is an increasing body of research about the benefits of interacting with a friendly pet and its positive influence on many physical and mental issues. Florence Nightingale even advocated it back in the day!

The star of the show was Dodger, a highly trained and experienced therapy dog. Dodger was accompanied by his biographer and handler, Karen, from the charity Pets as Therapy. In addition to his work at the unit, Dodger also works across schools, general hospitals and residential homes in the country.

Animal assisted therapy aims to build on the pre-existing human-animal bond. It can support the person's maintenance and development of life skills, and can restore their role of nurturer or caregiver whilst they are in hospital. It is thought to help reduce blood pressure and improve overall cardiovascular health. It can also release endorphins that produce a calming effect. This can help alleviate pain, reduce stress, and improve an individual's overall

psychological state. It can combat loneliness and isolation, stimulate social skills and improve interactions with others. It can also motivate people to take more exercise, reduce boredom and increase self-esteem. In fact, with such a list of benefits, we should all have a furry friend in our life!

Sally Kiernan, Occupational Therapy Inpatient Service Lead at the centre, is enthusiastic about the new intervention for the OT Service. *"It is a very exciting development for inpatients. We hope this will become a valuable intervention and have a brilliant impact on all. It's great to have Karen and Dodger on board at ELFT. Thanks to all involved"*



A special thank you went to Marcia Sommers, Occupational Therapy Technician who came up with the idea of the project over a year ago, and Kim Poynter, Life Skills Recovery Worker who have been enthusiastic and hands-on.

Marcia said, *"It has taken perseverance, resilience, passion and patience...but it's all worth it for the patients!"*

Service users are loving this novel approach with one saying, *"Animal Assisted Therapy is a joy! An excellent idea."*



Bedfordshire Podiatrists Pioneer Good Practice



A pioneering Bedfordshire community health project has been adopted as a national model of good practice.

The Pressure Ulcer Food First Initiative (PUFFINs) and diabetic foot attack programme was first trialled across Luton and Bedfordshire in order to apply a holistic approach to care.

It was launched to support care home staff who are not always aware of the links between malnutrition, diabetic foot care and pressure ulcers.

The project team includes Dietitians from the Food First Team, Podiatrists and Tissue Viability Nurses, all members of Bedfordshire Community Health Services (BCHS) which the Trust provides in partnership with Cambridgeshire Community Services NHS Trust (CCS).

They worked together to develop and enhance a programme of training that emphasises preventative care across all specialities.

A key part of the initiative is the creation of PUFFIN champions in each care or nursing home so that ownership of the programme is established.

Pressure ulcers cause harm to residents by causing pain, infections and risks mortality. The estimated cost to the NHS is between £1.4 and £2.1 billion every year.

But they are preventable if care home staff know how to apply the techniques and methodology identified by the Bedfordshire team.

The team's work was championed at the Chief Allied Health Professionals (AHP) Officers Conference in London on 18th July, a joint initiative between NHS Improvement and AHP.

On hearing the news that the team's work is being identified as a national model of good practice, Emma Stoneman, Professional Lead for Podiatry for Bedfordshire Community Health Services said: *"This is brilliant news and an opportunity to demonstrate the potential of AHPs."*

"By creating PUFFIN champions there is potential to make a real impact and improve the quality of life for a vulnerable population."

Emma and the team's hope now is that the programme will be rolled out as part of the national React to Red pressure ulcer prevention initiative aimed at wider health and social care professionals.

Launch of Primary Care At Home Teams

PRIMARY Care at Home (PCaH) teams have been launched by Bedfordshire Community Health Services (BCHS).

The teams have been formed as part of work to provide better, joined-up care for patients across Bedford Borough and Central Bedfordshire.

They will support primary care networks in the delivery of both planned and unplanned care for housebound patients who require support.

They help people with long-term conditions which can include diabetes or respiratory problems and also help people return to independent physical function, supporting those patients to remain at home who may otherwise have been admitted to hospital.

The newly-formed teams include BCHS services which previously operated independently.

District nurses, community matrons, occupational therapists (OTs), rehab support workers and care coordinators now work side-by-side to provide coordinated care.

They will accept referrals and allocate the appropriate professional from the team to undertake a holistic assessment.

The nominated team member will then draw up a care plan in partnership with the patient to ensure they receive the most appropriate care.



The teams provide daytime unplanned care support, which was previously delivered by the Rapid Intervention team (RIT).

A countywide night service will also support patients to remain in their own homes by delivering planned and unplanned care.

Three PCaH teams have been formed and are based in the north, mid and south of the county.

They work closely with all other social and health care providers to meet the needs of their patients, including involvement at GP Cluster MDT (Multi Disciplinary Team) meetings, led by GPs, to decide on patients' needs.

"At its heart, this project is about giving patients a more joined-up, effective and responsive package of care," said Ruth Bradley, Director of Nursing - Integrated Care.

The three teams went live on July 8, 2019.

They can be contacted through the BCHS Single Point of Access (SPoA) on (0345) 602 4064.



Getting People Back on Their Feet in Newham

TWO patients admitted to East Ham Care Centre cannot speak highly enough about the care they have received.



Delene Derrick spent fifteen years awaiting specialist hip replacement surgery, confining her to a wheelchair. Having had the surgery, she then needed intense rehabilitation to get back on her feet. She spent four and a half months in the unit and has now gone home.

Kevin Foley was found on the floor by his son following a fall in his home. For two days he was unable to get up or call for help due to his Parkinson's Disease. Incredibly, he had just bought a bag of bottled water which he had left on the floor near his chair. He was able to reach for these and drink from them during his ordeal. Kevin spent six weeks in the unit and has now moved into sheltered

accommodation for more support. The two become great friends during their stay at the unit.

Delene said, "We moan when things go wrong in the NHS, but we don't say 'well done' enough and we need to. East Ham Care Centre has enabled a new phase of my life. I am just so grateful to all the staff who work here".

Kevin said, "The staff are so thoughtful, they are beyond praise. It is important for the people who work here to have a personality that fits my own. And they do. They 'get' me and are on my wavelength which helps when overcoming difficulties and facing life changes."

Neither knew of East Ham Care Centre or what to expect when they were transferred there from the acute hospital so want to publicise their experience. Both confessed they thought 'rehabilitation' was for people with addiction problems but soon learnt it is a generic term for recovering from a period of illness or disability, physical or mental.

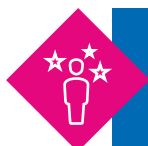
East Ham Care Centre offers rehabilitation and nursing care to Newham residents including physiotherapy, occupational therapy and specialist interventions. Staff focus on stabilising the individual's health,

and improving their wellbeing, confidence and independence in managing everyday activities.

Although really looking forward to going home, both said they would miss the staff. Delene said, "They just make you smile. There is a kind of infectious happiness across all the wards. They really motivate you especially on the bad days. Even if you don't feel like doing physio exercises, you find yourself doing it anyway. You don't want to let them down."

Kevin added, "I wouldn't be in the shape I am without them. The Activities Room is a saviour. It is nice to be occupied and try your hand at something new. And make new friends."

Carol Shannon, Lead Nurse at East Ham Care Centre said, "Staff often under-estimate the impact they have on people who come here after an incident or a crisis so it is lovely to get this recognition. We are part of the final stage of the journey to get patients fully fit to go home – helping them to believe in themselves, arranging adaptations and adjustments in their home, or extra support to keep them safe and independent. It's a team approach and is satisfying when it all comes together and the individual feels ready to go home."



IMPROVED STAFF EXPERIENCE

Senior Nurses Conference



CHIEF Nurse, Lorraine Sunduza welcomed senior nurses from all areas of nursing in the Trust to a one day conference on 18 June titled: "Innovation and Leadership in Care."

Keynote speakers included Oliver Shanley OBE, Regional Chief Nurse for

London, NHS England & NHS Improvement, and Andrea Sutcliffe, Chief Executive of the Nursing & Midwifery Council who presented a paper on "Professional accountability and Professional curiosity in Leadership".

The event was an opportunity for senior nurses to consider their role in driving the Trust's strategy and was a chance to share their expertise and experience. The conference provided space to interact, integrate and network with other senior nursing colleagues in the Trust.

Nurses Day Celebration

VALUING ELFT nurses and their work was at the centre of a Nurse's Day Celebration which took place on 19 May bringing together ambitious nurse-led plans that strive to radically improve the communities served by the Trust and the wellbeing of staff.

The keynote speaker was the Chief Nursing Officer for England, Dr Ruth May who spoke about the importance of improving the image of nursing and creating an open door policy for all nurses to continue with their career throughout all their life stages. She said nursing was a well-respected profession and it needed to be inclusive and attract new recruits.

There was wide-ranging discussion around the topic: 'What does professional curiosity mean to you?' where ELFT nurses from all areas shared their perspective on professional curiosity. Chief Nurse Lorraine Sunduza praised nurses for their innate sense to investigate when something doesn't seem right.

Ultimately the spotlight was on nurse achievements in ELFT. The audience heard presentations from nurses working with vulnerable people in A&E, Children's Nursing, a Learning Disability Weight Management Project and a Pressure Ulcer tool for carers.



It has definitely been conference season in the Trust with staff hosting and attending a number of gatherings to focus on specific issues, key developments and have time to reflect and plan next steps. Read on to get a flavour of some of the discussions that have been taking place over the summer.

Black Asian and Minority Ethnic (BAME) Conference

THE annual BAME conference took place on 28 June bringing together over 150 colleagues to listen and learn about inclusion and diversity in the NHS. The theme of the event was 'Embracing your diverse self'. Chief Nurse Lorraine Sunduza opened the conference emphasising the Trust's commitment to ensure a fair approach for all members staff.

The event was comprised of a who's who of speakers that have trail-blazed the BAME agenda within the NHS. Speakers such as Yvonne Coghill CBE, Director of NHS Workforce Race Equality Standard (WRES), Roger Kline OBE, author of *The Snowy White Peaks of the NHS* and research fellow at Middlesex University, Paul Deemer, Head of Diversity & Inclusion at NHS Employers and Vijaya Nath, founder of Contemplative Spaces.

People were open and frank about their experiences shared and the obstacles faced. It made difficult listening. Speaking afterwards, Director of People and Culture, Tanya Carter, and Chief Nurse Lorraine Sunduza.



Social Work Conference



THE Trust held its first social work conference on 19 June. 125 colleagues came together to think about how to build on the foundations of social work in the Trust.

In one session, a service user described the experience of social work from a service user's point of view speaking about the importance of kindness and understanding the context of peoples' life experiences. Other sessions focused on the need to move from 'repair' to 'prevent' opportunities for improved joint working and multi-disciplinary care approaches around neighbourhoods.

The venue was bustling throughout the day with Trust staff networks, Thinkahead, Unison, Freedom to Speak Up, The British Association of Social Work (BASW) and 'What Matters to You' all hosting stalls sparking lively discussion.

Freedom to Speak Up Conference

THE ELFT Annual London Freedom to Speak Up Conference took place on 10 June 2019 attracting over 80 from across the Trust. This year's theme was: 'Speaking Truth to Power: Speaking up, Listening up.'

Ade Dosunmu, ELFT's Freedom to Speaker Up Guardian noted, "Staff are often told to speak up as it keeps patient's safe and helps to improve staff experience. A year on from the launch of Freedom to Speak Up, our focus was learning that 'Listening up' is just as important as Speaking up itself."

Professor Megan Reitz, Professor of Leadership and Dialogue, at Ashridge Executive Education, was the keynote speaker. She spoke about understanding power dynamics, their impact on us and how to have the difficult conversations we might want to shy away from. She focused on developing the courage and ability to speak up well, especially when feeling under pressure.

There were a range of presentations throughout the day looking at different perspectives around speaking up, interventions, providing psychological safety, fraud and medicines, safety to name and how perceptions of power enable

or silence people. Dr Navina Evans closed the day calling us all to action *"it's now our opportunity to take this forward and make the changes"*.

The conference was an opportunity for staff to reflect on these challenges and be aware of the support available.

Please watch out for our next conference which will be held in Bedfordshire this October.





London Healthy Workplace Award for Trust



THE Trust has been awarded a Healthy Workplace Award. The London Healthy Workplace Award (LHWA) is an accreditation scheme led by the Mayor of London's Office and supported by Public Health England.

It acts as a template for good practice and recognises London employers who invest in their employee's health and wellbeing. The scheme supports organisations of all sizes across public, private and voluntary sectors.

The LHWA is structured around an evidenced-based model of workplace health and wellbeing, made up of three 'pillars':

- How the organisation uses its policies and management practices to create a working environment that supports health and wellbeing.
- How the organisation encourages and enables staff to make healthy lifestyle choices related to diet and exercise, alcohol consumption and substance misuse.
- How the organisation promotes resilience, protects the mental wellbeing of workers and enables people to grow and succeed at work.

The LHWA is designed to work alongside the Mayor of London's Good Work Standard (GWS) which promotes good working conditions for Londoners, including fair pay, diversity and inclusion, work-life balance, opportunities for professional development and worker representation. There are four pillars in the GWS, one of which is health and wellbeing.

Staff Engagement and Wellbeing's team will be working to secure additional points to raise ELFT's rating to 'Excellent' in 2020. Watch this space!

Using QI for Enjoying Work



Why is this a priority? The evidence suggests that there is a correlation between improved staff experience and improved service user experience and outcomes. Like most other things in life, 'you cannot give what you do not have'.

Our journey so far... In 2017 a cohort of 5 teams collaborated with the Quality Improvement team, Human Resources, and external partners such as Institute for Healthcare Improvement (IHI) and ImproveWell, to design a learning system to support teams on a journey to improve their enjoyment at work.

After an active period of learning the Cohort 1 teams completed a 'What matters to you' exercise that focused on the strengths the teams had and how they could know if they were enjoying their work. The results of this coupled with a pulse survey, completed by members of all teams, now form the basis of the ELFT Enjoying Work logo! The smiley face logo highlights common words used by staff in these exercises, words include: motivated, colleagues, happy, smiling and support to name but a few!

The learning from this first cohort was taken into the Cohort 2 from June 2018, in which 18 teams generated and tested ideas around improving their experience at work. By February 2019 eleven of these teams had seen improvements in their 'Good Day' measure, a simple daily survey which team members used to report if they had mostly had a good day, or mostly a bad day.

Top tip "One of the biggest stand out lessons is the need for formal leadership in your team but you don't need a Senior Director or Executive leading your team but you certainly need their involvement so that your team can action the change ideas they've worked on".

- Auzewell Chitewe, Senior Improvement Advisor for Enjoying Work

What next? In 2019 over 25 teams from across the Trust are joining Enjoying Work Cohort 3 which begins in September, and runs in parallel with the Trust's Improvement Leaders' Programme. We look forward supporting these teams to develop and test changes to improve staff experience and in turn improve the experience and outcomes for the people and communities that we serve.

You can learn more about Enjoying Work at ELFT and more broadly on our QI Microsite at <https://qi.elft.nhs.uk/collection/enjoying-work/>

Secret Garden Party



THE Tower Hamlets Centre for Mental Health hosted their first mini-music festival in early July, which took place in the back garden of Mile End Hospital.

The event was organised by Arts Psychotherapies, Occupational Therapy and ward activity coordinators who collaborated with the charity, Music in Hospitals and Care to put together an afternoon of fun, food and music.

The warm-up act was Dion Palumbo (voice and acoustic guitar) who entertained the crowd with popular numbers from Bob Marley, Abba, and Britney, which had everyone singing along. Then

came the headlining act, the phenomenal Lincoln Noel (keys and voice). His performance blew the crowd away with jazzy improvisations, scat-style singing and an impromptu cabaret with a service user.

It was great to see service users and staff coming together to relax, enjoy a mocktail or two and take part in some of the outdoor activities in the glorious sunshine.

A big thank you to those who worked hard to organise the event. Due to its success we are planning another mini festival in September so watch this space!



Top Tips for Meetings

WHO hasn't sat through a meeting wishing the Chairperson would ensure all topics get airtime, curtail over-talkative participants, encourage decision-making and ensure it finishes on time! Many people rise to senior positions without ever having formal training or guidance on getting the most out of meetings.

Service user and Carer Craig Donohoe has come to ELFT's rescue by producing five top tips for chairing meetings based on his experience

chairing Luton's Working Together Group and QI Forum. Craig has been surprised at the response. He said *"I didn't think I was doing anything special but loads of people came up to me after meetings to comment on the way they had been run. So I have provided a few sessions for staff groups to share my training and my observations, and produced this guide."*

- **Research** - Understand the purpose of the meeting, the shared goal and try new approaches to evolve the full potential of the forum
- **Vision** - Visualise what a successful meeting or forum would look like. What outcomes would there be and how can you guide the meeting to reach these
- **Agenda** - Have set times for each item to give space to all topics for discussion
- **Ground rules** - All participants should feel equal and have shared ownership of the meeting. Set fair parameters and expectations of participants. Remind everyone of the purpose of the meeting and their role in helping the business of the organisation to progress
- **Body language** - Note names of all participants. Be mindful to address power imbalance and dynamics in the room by ensuring all voices are heard. Scan for body language signifying someone wants to speak or is reacting to the discussion.

Recovery College Third Anniversary



A service providing free courses and workshops to help people on their mental health recovery journey is celebrating its third anniversary.

The Trust's Bedfordshire and Luton Recovery College was launched in 2016 and has provided nearly 700 courses across the county.

Sessions promote mental wellbeing and offer relevant, real life help and support.

All courses are free and open to any adults who live or work in Luton or Bedfordshire.

Courses, workshops and training events focus on developing new skills, increased understanding of mental and physical health, practical skills which promote independence, self-worth, art, drama and physical activities.

The recovery college was launched as part of a Mental Health Academy in partnership with the University of Bedfordshire. The academy is strengthening existing ties by reinforcing a culture of best practice, academic research and shared knowledge.

A celebration event was held at the university's Putteridge Bury campus in Luton on June 27, 2019.

"The Recovery College is a helping hand for anyone on a mental health recovery journey," said Simran Khinder, Recovery College Team Manager.

"It is inclusive, practical, interesting and constantly evolving thanks to the input from people who use the service."

She added: *"We are tremendously proud of the progress made over the last three years and tremendously excited about what we can achieve together over the next three."*

Springboard for Staff



FRESH participants have celebrated completing the Women's Springboard Development Programme.

Springboard is an award-winning international programme which allows women to identify the clear, practical and realistic steps they want to take, and allows them to develop the skills and self-confidence to take those steps.

The latest programme was for women working in a range of roles across Bedfordshire and Luton.

"The Springboard programme has been absolutely fantastic," said Ola Hill, Governance Manager & Emergency Planning Lead (Beds & Luton), who was among the participants.

"The emphasis throughout has been on positivity and how to focus on finding solutions. I am already using Springboard tools and techniques every day at work."

The participants completed their training on July 8, 2019, where they were congratulated by Michelle Bradley, Director for Bedfordshire and Luton Mental Health and Wellbeing Services.

This is the second year ELFT has run the programme for staff.



Celebrating Pride

London Pride

AN ELFT double-decker bus took London by storm at the Pride Parade on 6 July 2019. Starting off in Regent Street, staff were joined by thousands of people celebrating 50 years since the Stonewall protests that led to the campaign to fight for equality for people of all gender and sexual identities, now enshrined in law.



ELFT's two LGBTQ+ Staff Network Leads, Fiona Lord and Rachael Levett, led in organising the bus and ensured that everyone was involved in making the march a memorable event.

Fiona said, *"We celebrate 50 years since the Stonewall Riots and proudly serve the most diverse communities, by continuously embracing diversity in all its forms"*

Rachael added: *"Pride is a really important time to reflect on and celebrate the people who fought for the rights that LGBTQ+ people have today. We wanted to show our support for everyone regardless of gender or sexuality because love is a human right."*

"As a part of ELFT, we need to show our staff and service users that we support and value them as individuals and all the complexities that come with it."



Black Pride

STAFF also supported a Black Pride event hosting an information stall in Haggerston Park on 7 July 2019.

The Rainbow flag was hoisted up on a newly erected flag pole at Robert Dolan House, ELFT's Headquarters, to show solidarity with LGBTQ+ people across the world.

Luton and Bedfordshire

A free event was organised for the LGBTQ+ community in Bedfordshire and Luton, titled: A Community Approach to Conversation, curated by LGBTQ+ Network Lead Simon Bedeau. The events follow a similar format; topical panel discussions where the audience have the opportunity to interact with panellists, have a natural opportunity to network with others, and enjoy an entertainment interlude (live music or spoken word poetry).

New Mindful Sessions in Bedfordshire



ROCK climbing and swimming sessions in Flitwick have been added to a countywide programme of healthy mind and body community activities across Bedfordshire and Luton.

The Trust has teamed up with Mind BLMK and Stevenage Leisure Ltd (SLL) to run the fun and inclusive sessions at Flitwick Leisure Centre in Steppingley Road every Friday from 3-4pm.

They are open to all, each session costs £2.50 and anyone interested in taking part can just turn up on the day.

The activities are part of the Trust's 'Mindful' sessions developed with partners to provide gentle exercise, opportunities to socialise and informal, friendly NHS support and advice on maintaining mental wellbeing.

Other activities include tennis, wellbeing walks, yoga, badminton, boxercise and table tennis.

The successful initiative started in Bedford Borough in partnership with Bedford Borough Council and Mind BLMK and has now expanded across the county.

"Every session is designed to be inclusive, engaging and fun," said Steve Muggridge, the Trust's project lead.

"We love seeing new faces at all of our sessions, so do come and join us."





Trustwide Suicide Prevention Symposium



POWERFUL perspectives from service users and staff were shared at a Trustwide Suicide Prevention Symposium held in Luton on 9 July 2019. The event was organised and chaired by Professor Frank Röhricht, Medical Director for Research and Medical Education, and Dr Dudley Manns, Medical Director for Bedfordshire and Luton, supported by colleagues in healthcare, social care, public health, NHS England and third sector partners.

The conference was held to share experiences of suicide prevention work and to formally launch a new programme of suicide prevention training, which will be rolled out across ELFT later this year.

The programme included a panel of service users sharing their lived experience; emerging trends in prevention; and discussion about local perspectives and partnership working.

Speakers included Professor Röhricht; Dr Rachel Gibbons, Consultant Psychiatrist in Barnet, Enfield and Haringey NHS Mental Trust; Nick Hammond, Director of Bedford Samaritans; Aarti Kumari from PAPYRUS, a national charity dedicated to the prevention of young suicide; Matt Sparks, Clinical Team Lead for Bedfordshire CAMHS Crisis Service; Dr Sara Morando, Consultant Psychiatrist and Clinical Lead for the Newham Personality Disorder Service and Erica Eassom, a Clinical Psychologist with the Trust.

“The bravery shown by our panel of service users in talking so honestly about their lived experience was exceptional and set the tone for a day of open, healthy discussion and debate,” said Professor Röhricht.

“I would personally like to thank them for showing such courage and I would like to thank every staff member who attended to ensure that all directorates were involved in this essential conversation about suicide prevention.”

A group of senior clinicians and people participation leads will work to finalise a training package for clinical teams on suicide awareness and best prevention practice.

The group welcomes input from across the Trust and is aiming to capture all the good work that is already going on and the corresponding teaching materials developed by local teams. For more information and to share local practice please contact: frank.rohricht@nhs.net



IMPROVED VALUE

ePrescribing Rollout

ePrescribing is a new way of dispensing and administering medication on wards that is safer and more efficient. The new system was introduced to older people’s wards in Tower Hamlets before being rolled out to working age adult wards. The system has now been rolled out in City and Hackney, with Newham next on the list before the project team heads up the M1 to Luton and Bedfordshire.

ePrescribing is safer than the paper prescription charts that have existed in the

NHS since the very beginning. The system can flag up incorrect dosages, contraindications, missed or delayed administration and prevent mistakes such as double-dosages. It also means that staff no longer have to decipher illegible handwriting on medicine charts so the risk of error is reduced. It also fulfils the Trust’s desire to reduce paper use.

And if a patient is transferred to another ward, all their information is already on the system so their information cannot go awry. Chief Medical Officer, Dr Paul Gilluley is

pleased with progress so far. He said, *“This has been a big change to the way ward teams and pharmacy teams operate and the project has involved technical and clinical expertise from the JAC project team, all working together. Thank you to everyone for making the transition so smooth.”*

Staff are already very clear that they would not like to return to the old system. As Tower Hamlets Pharmacist Nikita Desai says, *“Why would we? It’s faster and more efficient, there are less errors and it’s safer for patients.”*



Image by Ewa Urban from Pixabay

MEMBERS



Annual Members Meeting and AGM 2019 - Collaborating with Local Communities

ALL are warmly welcome to join us at this year's Annual Members Meeting (AMM) and Annual General Meeting (AGM). This year's theme is Working in Partnership, reflecting on ELFT's partnerships with others to improve the health of local communities.

We have a great line up with key note speakers Dr Neil Churchill, Director for Experience, Participation and Equalities at NHS England and Samira Ben Omar, Assistant Director for Equalities, North West London Collaboration of Clinical Commissioning Groups, who will be talking about their work with the Grenfell Community and key learnings for all organisations in listening to the community, co-production and collaborative working.

You will be able to book on one of the following four information workshops on the day.

Compassionate Policing

A workshop with ELFT's Security Management Specialist, Richard Harwin, and Police colleagues from Bedfordshire, Luton and East London talking about partnership work to support service users in times of crisis.

Partnerships with Faith Leaders

Nigel Copsey, lead of ELFT's Department of Spiritual, Religious and Cultural Care, and local faith leads share the benefits of two-way learning in understanding and supporting local communities.

Mutual Benefits When Partnering with Charities

Screening of film made with Black Minority Ethnic (BME) service users and the Prostate Cancer Charity, Orchid. Ali Orhan from Orchid and Specialist Nurse, Sabria Harve talk about raising awareness of the symptoms of prostate cancer in the BME community.

Experts by Experience - The Most Important Health Partnership of All

Paul Binfield, Associate Director of People Participation and service users who work with ELFT highlight key partnership work with the Trust - including areas you might not have thought of!

More information can be viewed on the back page of this issue of Trusttalk

Wednesday 9 October 2019 - 4.30pm-7.30pm (Hot buffet from 3.30pm-4.30pm)

To book your place email: elft.communications@nhs.net or call 0800 032 7297

Hamilton House, Mabledon Place, London, WC1H 9BD



Vote Now in Our Governor Elections 2019

VOTING opened on 12 September 2019. If you have received ballot papers and/or an email to vote in the Governor Elections, please make sure you use your vote to choose the Governor(s) you would like to be elected to work with ELFT for the next three years. Our Governors really do make a difference to our services and to staff, users of our services and their carers. The deadline for voting is 3 October 2019 and the results will be announced on 4 October 2019.

Please note: Only those members living in constituencies with Governor vacancies will receive ballot papers: Bedford Borough, Central Beds, City and Hackney, Newham and Tower Hamlets (as well as the Staff Constituency).

Get in Touch with Membership

If you are not already a member of ELFT, you can join online at www.elft.nhs.uk 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.

Conference: PsychTech 2019 - Future Dystopias Now!

ELFT is hosting an intriguing and cutting edge conference debating whether technology is being scapegoated for societal issues that are too overwhelming to deal with? Expert speakers will question if the influence/threat of social media, virtual reality, gaming and artificial intelligence is contributing to social isolation, depression, aggression and intolerance, and consider if some technologies could make a positive contribution to mental health.

Join us on 22 November 2019 to debate these issues. More information can be found on the Trust website: www.elft.nhs.uk Search 'PsychTech 2019'

Local Stakeholders Lunch Meetings

THESE meetings provide a great opportunity for all of our stakeholders which includes our members, staff, service users, carers and anyone with an interest in our services to hear up to date information about Trust services, meet and hear from Governors and participate in open discussions. If you have not been to your local meeting, do come along to find out more about your local services.

Luton Stakeholders Lunch Meeting

Tuesday 24 September 2019, 1:00pm – 3:00pm
Tokko Youth Centre, 7 Gordon St, Luton LU1 2QP

Bedfordshire Stakeholders Lunch Meeting

Thursday 26 September 2019, 1:00pm – 3:00pm
The Rufus Centre, Steppingley Road, Flitwick MK45 1AH

London Stakeholders Lunch Meeting

October 2019, 1:00pm – 3:00pm. The date and venue details are to be confirmed. Please contact the Membership Office.

Booking is required to help us manage catering numbers.
Email elft.membership@nhs.net or call us on 0800 032 7297



FINAL WORD from the Chair

HOW time flies! April 2018 saw the launch of the Trust's new strategy, and January this year saw the launch of the NHS Long Term Plan. Interestingly the Trust strategy mirrors a lot of what is in the NHS Ten Year Plan content, showing just how forward thinking our service users, carers and staff are.

At the heart of both is a vision and commitment to improving patient care and outcomes in partnership with experts by experience. For us as a Trust, to keep delivering improvements in service user and patient care means making the ambition of working to improve the health of whole populations and co-creating an integrated health care system a reality.

April 2018 marked the launch of the Trust Strategy but it was also the moment when Bedfordshire Community Services joined us. By partnering with Cambridgeshire Community Services NHS Trust we are pooling our expertise in order to provide high quality joined up care for local people across Bedfordshire and across all age groups. In October 2018 the Trust and Mind in Tower

Hamlets enhanced their partnership and as a result local people in the borough don't have to ask their GP or health professional to arrange a referral – they can now refer themselves to the Talking Therapies team either online or by phone. Other services I am proud of welcoming to ELFT in recent months have been City and Hackney's Integrated Community Learning Disabilities Service, and Compass Wellbeing CIC in Tower Hamlets.

Additionally there is a new focus and investment in Children's Mental Health Services, Perinatal Mental Health and in Crisis Services across many areas.

These new partnerships and investments provide opportunities to learn from our new staff and partner colleagues and I am pleased that the Trust continues to be outward looking, seeking out best practice, improving ways of working, constantly developing, learning and growing.

Improving staff experience

Staff are central to our curiosity and drive and so we are pleased that the Secretary of State for Health and Social Care, Matt

Hancock MP launched the NHS Interim People Plan at the Tower Hamlets Centre for Mental Health in June 2019.

This was partly out of recognition for the hard work the Trust is undertaking to put our people's happiness and wellbeing at the centre of improvement and done in partnership with service users and carers.

We want our staff to enjoy coming into work; to find fulfilment and meaning in what they do. In recent months over 500 members of staff from 25 teams have been involved in this improvement work. Overall people have said how much they have learnt from each other and how rewarding and fun the improvement journey has been. By applying quality improvement methods and harnessing the leadership ability of all our staff, we are applying different approaches to work. If you have been involved, let me know how it is going and if not I hope you take the opportunity to learn and improve your own team's enjoyment of work.

Marie Gabriel
@MarieELFT

New Priorities for the Council for 2020

EACH year, the Trust's Council of Governors sets five new strategic priorities for consideration over the coming year. This year has seen a real focus on ensuring our service users are at the heart of everything the Trust does, with strong links to our strategic outcomes of Improved Population Health and Improved Experience of Care.

At their meeting in July, the Governors decided on these five strategic priorities:

Services for Children and Young People (CAMHS) – how is the Trust investing the additional funding and how well do we focus on early intervention? Also, Governors queried whether the Recovery College is accessible to young people, including the delivery of specific courses.

Integrated Care – looking at a stock-take of where we are in developing integrated services, with a special emphasis on linking up with other services on discharge.

Transition – are we getting right the transitions from children to adult services as well as the transitions from acute service in wards to supporting people in the community? Can we ensure that housing and benefits are in place as needed when we discharge?

Population Health – how does the Trust tackle issues around equality and poverty? What is the population data telling us and do we understand it? How can we support local authority services which may have been reduced due to budget constraints?

Staffing – with a special focus on recruitment and retention and the impact this has on the quality and the continuity of care; as well as the work the Trust does to ensure staff are representative of the communities we serve.

THEME: WORKING IN PARTNERSHIP

ANNUAL GENERAL MEETING & ANNUAL MEMBERS MEETING

WEDNESDAY 9 OCTOBER 2019**4.30PM - 7.30PM****(HOT BUFFET FROM 3.30PM-4.30PM)**

Keynote Speech

Building Relationships and Learning from Local Communities

Dr Neil Churchill – Director for Experience,
Participation and Equalities at NHS England

Samira Ben Omar – Assistant Director for
Equalities North West London Collaboration of
Clinical Commissioning Groups

Market Place

We have invited a range of organisations that
ELFT partners with to showcase their services

Workshops

Opportunity to attend one of four workshops
featuring projects involving partner organisations
collaborating with ELFT to deliver care

Annual Review

Presentation of Annual Report, Quality Report,
Financial Accounts.

Opportunity to pose questions to the ELFT Board

Hamilton House
Mabledon Place
London
WC1H 9BD

NEAREST STATIONS:
ST PANCRAS STATION,
KINGS CROSS STATION,
EUSTON STATION

To register or for more information go to:

<https://www.elft.nhs.uk/> (Put 'AGM 2019' in the search field)

Call 0800 032 7297 or email: elft.communications@nhs.net

Please advise on any accessibility or special dietary needs