

Spring 2018

TRUSTtalk

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



Back on Track

NHS Turns 70 in July!

Child Mental Health Week

We care We respect We are inclusive



East London
NHS Foundation Trust

Chief Executive FOREWORD



Dr Navina Evans

WE are busy preparing for the 600 Bedfordshire Community Services staff who join us on 1 April, Easter Weekend. We have been working through the details and making sure that the new staff have everything they need on their first day with us. I'm not sure we will be able to give them Easter Eggs but we will certainly give them a big warm ELFT welcome.

We will also say farewell to approximately 70 staff on 1 April. Staff working in the Luton Wellbeing Service, the Redbridge R3 addiction service and the Newham Wheelchair and Seating service all transfer over to new agencies who will be providing these contracts going forward. I have written to all these staff to thank them for their contribution to the Trust, to our 'Outstanding CQC' rating and for their ongoing commitment to the wellbeing of local people.

We have launched an ambitious initiative called 'Stop and Think' to find innovative ways to help staff develop strategies to manage violent incidents and to help people who's first approach is to lash out, to find other ways to manage their frustration and distress. (Page 5)

Our 'buddying' arrangements with Suffolk and Norfolk health services have been going well. I think both our organisations are learning new approaches and enjoying the opportunities the relationship is bringing.

You will see on page 10 that the CQC undertook a review of one of our units in Bedfordshire which had sadly had a number of serious incidents over a period of weeks. We were concerned to know why these incidents had happened and to support the staff. We did an internal review and made a number of changes including reducing the

number of beds in the unit. Following their review, the CQC said they were reassured by the changes they saw and the response from the Trust. We still have work to do to continue to improve but it is gratifying to know from an objective source that we are absolutely going in the right direction.

Child Mental Health Week in February was an opportunity to highlight some of the stories of young people who, with the help of our staff, parents and teachers, have turned it all around. (Page 7) As a CAMHS Consultant Psychiatrist, I know the pressures and challenges young people face. It is vital to get the right support to them quickly to enable them to get back on track with their lives.

I have to take my hat off to our staff who have for some months been managing two email systems at the same time. The Trust has moved over to the nhs.net national email system which will bring benefits and savings to the Trust. The transition period has been hard-going but we are nearly there. So thank you to everyone who has been adjusting to new screens and features after the familiarity of the old system.

Opposite, you will see my 'Breakfast with Navina' sessions for 2018 are underway. These aren't just because I'm partial to cereal and croissants (although I am!) but because they are a great way for me to spend time with staff to hear what their thoughts, ideas and concerns are, and to share with them some of my thoughts and ideas. I learn something new or hear a good idea every time! They say breakfast is the most important meal of the day. I couldn't agree more!

Dr Navina Evans

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Date for Your Diaries

Annual General Meeting Wednesday 26 September 2018

The Trust's Annual General Meeting will take place in Euston this year to be easily accessed by attendees from East London and Bedfordshire and Luton. It will take place in Hamilton House, Mabledon Place, London WC1H 9BD. It is close to Kings Cross and St Pancras stations.

70
YEARS
OF THE NHS
1948 - 2018

The NHS is Turning 70 in July - Help With Party Planning!

The National Health Service is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank our extraordinary NHS staff – the everyday heroes – who are here to guide, support and care, day in, day out. NHS England have put forward many ideas on ways that we can get involved.

We want to know if you have any celebration ideas or want to help us plan any 70th birthday events?

Please get in touch with the Communications Team. elft.communications@nhs.net

ELFT Bicycle User Group



AS the cover of Trusttalk shows, the Trust is getting serious about cycling. Getting fitter, getting around quickly whilst at the same time protecting the environment is what makes cycling so appealing.

The Trust has already taken a number of steps to encourage staff to get out of their cars and onto two wheels. Staff can purchase a tax-free bike through the NHS Cycle to Work Scheme. More and more sites have secure bicycle storage, and where possible, showers have been installed to enable cyclists to freshen up after their journey to work.

In addition to this, the Trust is setting up a Bicycle User Group or 'BUG' to encourage more people to commute by cycle to their workplace and to visits. Workplace BUGs are usually championed by a keen cyclist plus a core of fellow employees – of which there are plenty at ELFT. A core group has been established and is looking at useful ways staff cyclists both in London and Bedfordshire can be supported. This is by firstly finding out who they are and sharing knowledge and know-how.

The Trust is raising awareness of cycling by publishing a series of playful interviews on the intranet with current staff cyclists asking about biking highs, pet hates, favourite routes... to name but a few. The group will also look at the obstacles which stop people cycling and consider ways to address these.

There is no getting away from it, you have to have your wits about you when cycling in rural areas like Bedfordshire or in towns and cities. But everyone is a pedestrian and can get off at any time to become a walker. And there is often a quiet side road, a park or, if you are lucky, a protected cycle lane you can try as an alternative to a busy road. As a nation, obesity is at epic levels and the majority of people, many of these NHS workers, don't exercise enough. Taking up cycling could be just what the doctor ordered and the ELFT BUG is going to do what it can to – wait for it – tell staff to get on their bikes! Watch this space!

Cover picture: Staff from The Vivienne Cohen Centre in Hackney with an ELFT pool bike

Beds Staff Attend BAFTA Screening



BAFTA

KAREN Weir and Fiona Kennedy from the Bedfordshire and Luton Liaison and Diversion Service were invited by Channel 4's Garden Productions company to attend a BAFTA screening of the exciting and shocking first episode of the new season of 24 Hours in Police Custody.

The screening of the episode entitled "Sex and Corruption", was followed by a Q&A panel which included Chief Constable Jon Boutcher. He explained that the Bedfordshire police had agreed to the filming of the series, now in its sixth series, because the police wanted to offer transparency to the local community as well as insights into the police force, especially following the tragic death of a detained male in custody 5 years earlier.

The episode is truly exciting and shocking and raises a host of questions about duty of care, resilience, integrity and corruption. Be sure not to miss it!

Breakfast with Navina

STAFF in City and Hackney were the latest group of staff to have breakfast with Chief Executive Dr Navina Evans to share their thoughts, views and ideas.

The 'Breakfast with Navina' sessions are Navina's way of spending time with staff, hearing what the real issues are for them, briefing them on her activities and talking generally about health, care, support, service development and anything that staff want to raise. The group made good use of their time with her!

Navina was particularly impressed with their ideas for saving money and making better use of resources! So watch this space!





City and Hackney Recovery College

THE Recovery College in City and Hackney has been developed to empower people to become experts in their own self-care and wellbeing.

The recovery college offers a supportive environment that's free from mental health stigma and discrimination with co-production and joint facilitation at the core of everything we do. All courses are designed to help students manage their conditions and for families, friends and carers to better understand mental health. We give students the space to learn, develop and grow to have a better understanding of mental health in a positive and friendly environment.

All courses have a basis in the principles of: connectedness, hope, identity, meaning/purpose and empowerment. If you would like to like to become a student or to get involved in the college, email

Rachael.levett@nhs.net

Connect with us on online

Webpage: www.elft.nhs.uk/service/396/city-and-hackney-recovery-college

Facebook @City&Hackney

Instagram – City HackneyRecoveryCollege

Twitter - @CityHackneyRC

Call for Volunteers - ELFT Beats



ENERGETIC people are also needed to perform with the ELFT Beats! Drumming group, which was created within the Trust over the past year.

The group is formed of ELFT Staff, service users and supported by the expertise of the Pandemonium 2012 Olympic Drummers, with the help of Paul Griffiths from the Guildhall School of Music and Drama. Your participation will involve two fun music workshop sessions and the event day. Volunteer drummers are welcome to stay for the conference following the performance.

For more information check out

<https://qi.elft.nhs.uk/get-involved/get-in-touch/>

Ex Footballer Sol Campbell Visits Trust



FORMER England international footballer Sol Campbell met young service users in Hackney to talk about the 'crossroad moment' that led to him pursuing football. Sol, who grew up in Plaistow was accepted onto a football training programme at the age of 14. He spoke candidly about the value of hard work, goal setting and ambition that led him down the path of football.

Over 20 young people came along to meet him; amongst them were keen cyclists, footballers and equestrians. Sol began by telling them about his life in Plaistow where he grew up as the youngest of 12 children. Football was his escape from the overcrowded conditions at home and a way in which he kept out of trouble on the streets.

The young people shared their experiences of growing up in Hackney: exposure to drugs, gangs and violence in school. Like Sol they shared a passion for sports and the routine and discipline it gives them. Many expressed an interest in becoming professional sports professionals. But they recognised that it would not be easy to do with one young person saying, "You have to work hard because that's life". Another said that he would focus on football but was also working toward his GCSEs. One attendee was an active competitive cyclist, who regularly travelled out of the borough to train; he spoke about the pressure to take drugs from friends.

A Q&A session followed with the rival arsenal and spurs fans asking the ex-footballer 'Which team is better?' 'Did you really sell your house for £25 million?' 'What was the most difficult time in your career?' and most importantly 'Should Wenger go'. They later showed off their football skills in the garden with Sol.

The visit was part of a radio piece for the BBC Today Programme, watch the full video here <http://www.bbc.co.uk/programmes/p05rkfjt>



CareQuality
Commission

Inspection

ON 13 November 2017, the Trust received a Provider Information Request from the CQC. This is a precursor to a Trust wide CQC inspection visit. The visit will not be a full comprehensive visit but will comprise of review of core services.

The Trust has been working with teams in the Trust to support them in preparing for the visit, providing updates to refresh their knowledge of internal systems and processes, and ensuring they have access to the necessary data and information they need to demonstrate the quality of the care they provide.

ELFT represents at the British Association for Music Therapy Conference



400 music therapists from all over the world descended on the Barbican Centre at the weekend and ELFT were there in force!



Service users, music therapists, dance movement therapists and psychologists from across ELFT shared a whole range of innovative practice and research followed by a round table discussions and creative workshops.

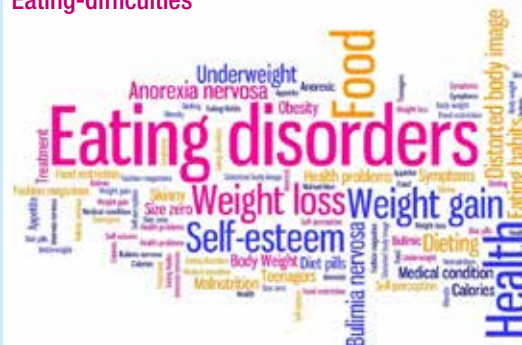
The conference was kicked off with an "Open House" event on Friday afternoon. Delegates visited Tower Hamlets Centre for Mental Health see creative group therapies in action.

Well done everyone for continuing to raise the profile of ELFT Arts Therapies at this international event!

SOCK IT TO EATING DISORDERS

Eating Disorders Awareness Week

THE Trust joined eating disorder week in March to raise awareness of the devastating impact eating disorders can have on the lives of sufferers and the people around them. ELFT supported the Sock-it to Eating Disorders campaign run by Beat, the UK's eating disorder charity. Central Bedfordshire Governor Hannah Brown, has personal experience of battling anorexia, she organised a 'Sock it with a Coffee' event in Stotfold to promote open and healthy discussion about the subject. Community Eating Disorder Services ran drop sessions and open days. For information about our eating disorder services check <https://camhs.elft.nhs.uk/Conditions/Eating-difficulties>



A call has been issued for staff and service users to help shape a Trust-wide project to reduce restrictive practices by half by the end of 2018. A Restraint Reduction Strategy has been formed to challenge thinking and practices about the use of restraint and seclusion across acute and intensive care unit services.

The strategy is being developed with a message for staff to STOP and THINK – urging them to pausing for even a few seconds to consider options in challenging circumstances. ELFT has also signed a pledge with the national Restraint Reduction Network to advance best practices and improve outcomes for those subject to restraint.

For more information contact Andy Cruickshank.

Tower Hamlets Councillor Meets the Rapid Response Team

TOWER Hamlets Councillor Denise Jones visited Mile End to spend time with community services in the borough. She visited Children's services run by Barts Health, before meeting the Rapid Response team leads. Councillor Jones represents the St Katherine's and Wapping ward and is a Cabinet Member for Health and Adult Services.



Fiona Davies, Lead Nurse In-reach/Clinical Lead for Admission Avoidance and Discharge Service (AADS), talked through how the Rapid Response team works as part of the Admission Avoidance and Discharge Service to prevent hospital admission and set up support quickly in people homes.

Councillor Jones asked how people were referred, the types of issues or situations that the team could be involved with, how the quality of care was monitored, how long the team would stay involved with an individual, patient's willingness to pay for social care and interventions at the end of the episode of care, and how the team coped with the pressure of work.

She was impressed with the 'can-do' attitude of the service and the way it worked with patients, respecting their wishes and choices, and their collective focus of keeping people independent where they live.

Councillor Jones went on to do a home visit with one of the team. She met a patient who has been receiving support from the service.

Canine Recruit for Trust's Twinwoods Team

A canine companion has joined the Trust's psychological therapies team at Twinwoods in Bedfordshire.



Bear, an Italian greyhound whippet cross, is spending one day a week with the team as part of a pilot project to gauge the benefits for staff of having a dog on site.

His working day includes a timetabled 'pat & play' session in the morning and 'walkies' which are open to all staff in the Specialist

Healthcare Team for People with Learning Disabilities.

Studies have shown that having a dog in the workplace can promote cohesion and trust, reduce stress, encourage increased activity and increase social interaction.

Bear belongs to project lead, Nicki Power, Head of Arts Therapies for Bedfordshire and Luton.

"I am a passionate believer in the emotional benefits of having pets and this project is to understand whether we can access those benefits in the workplace and, most importantly, whether staff want to."

"There is very little in the way of animal assisted stress interventions for staff in the NHS and we are excited to see what we can learn from this work. The initial response has been extremely positive."

"I think Bear's name also may have given a slightly misleading impression to some colleagues about his actual size. You won't be looking up at a grizzly-sized animal when you meet my Bear, you will definitely be looking downwards!"

The three-month pilot at Twinwoods started on January 5 and will measure the 'Bear effect', including collecting anonymous data from staff.

Sewing Success in the Community

STAFF in Luton have launched a new voluntary sewing project with the mental health charity Mind.

The project gives service users space to relax whilst working towards a goal of helping the local community through sewing. The service users have already knitted many garments for newborn babies including hats to scarves to booties and much more. The group was created in summer 2017 with four service users and their families. Through their enthusiasm and enjoyment, it has now become a larger community project.

Sharon Petrarca who is the lead of this project said, *"We are doing this to give something back to the community."*

One of the service users said, *"I have not knitted in years and now doing this gives me something to talk about with my family, especially my mother."*



Child Mental Health Week – Katie's story



THE Trust joined Children's Mental Health Week encouraging children, young people and adults to celebrate their uniqueness in a campaign focused on 'Being Ourselves'. According to Place2Be, 8 in 10 school pupils experience low self-esteem; Children's Mental Health Week encouraged young people to the unique qualities and strengths in themselves and their peers. Over the course of the week, a number of young people shared their stories of hope and recover on the Trust website.

Katie was referred to CAMHS at age 14 suffering with Anorexia, her relationship with her doctor and psychologist was strained. She soon met Annabelle, a CAMHS nurse who inspired her and made her feel hopeful. Annabelle reminded her that all was possible. Katie is sharing her story with us for Children's Mental Health Week. **In her own words....**

I was referred into CAMHS by both my GP and the school nurse at the age of 14 where I was diagnosed with Anorexia. My time at CAMHS at this point was filled with strained relationships with both my doctor and my psychologist. They worked closely with my Mum to ensure I was following my meal plan and then involved my school with supported lunches, until eventually I was forced to have lunches at home. During this period of time my mood took a turn for the worse and I began experiencing intense suicidal thoughts which I attempted to hide from all those close to me. Things became progressively worse until my Mum and my school teachers began to notice things weren't right and again reached out to CAMHS with concerns.

After numerous attempts to manage my mood had failed and things were becoming worse, the Home Treatment Team became involved and I was seen by a number of professionals within the team, all of whom I refused to engage with, so they decided I should be seen by someone else. This continued until I was seen by Annabelle.

I began by feeling extremely sceptical of her and attempted to push her away using all of the methods that had worked before; sarcastic responses, silent treatment and just point blank refusal. This however didn't work in the slightest and I was left feeling extremely frustrated and wondering why she hadn't given up. In spite of my difficult attitude to treatment, Annabelle continued to visit me and would spend time just chatting away, attempting to get to know me and engage in some kind of conversation. As well as this, she would speak about the future that everyone but me believed I would have and I remember her talking about how, one day in the future, I would be visiting universities with my Mum and deciding on where I would study. She said this was all possible if I listened to those around me and fought through what I was dealing with now.

Despite my attempts to disagree with everything she said and advised, I found myself beginning to like Annabelle and even trust her, resulting in me attempting some of the techniques she described to me. One of the most memorable being the "jar of positives" – in which every time something happened that made me feel positive I would write it down and place it in the jar. On our last session she wrote me a little note for my jar. This is something I have kept for almost 4 years and still look at from time to time.

I realise now that although I found Annabelle's positive outlook on things somewhat infuriating she was one of the many people who supported me through a time when I never believed I would change and she will always be the nurse who refused to give up on me. It is because of my experience at CAMHS I have decided to study psychology at university, with the hope that I can work in mental health and help others in the way that Annabelle helped me.

It is also one of the reasons that I work with Niki in Service User Participation because despite my difficulties with CAMHS I realise that it was vital in shaping my future and dealing with issues that I presented with. Therefore I want to use my experiences to make CAMHS better for other young people coming into the service. Already I can see positive changes that have arisen since Niki and the service user group have become involved in improving the care given by CAMHS and I am extremely grateful to be a part of this. Read the more posts by visiting

www.elft.nhs.uk/News



Protect Yourself on Home Visits

AN experienced social worker is encouraging colleagues to use the Trust's Skyguard personal safety device after he received fast and effective support during a challenging community appointment.

Eric Yeko activated his Skyguard device when he accompanied a colleague on a scheduled home visit to a service user who had a history of challenging behaviour.

Within minutes of arriving the service user, who also had a friend with them in the flat, became verbally abusive and the situation became extremely challenging for the two ELFT professionals.

Concerned that the volatile situation could escalate further, Eric activated his alarm.

"We used the alarm but also immediately left the flat," said Eric, who is based at the Donald Winicott Centre and works with the South Hackney Recovery Team.

"What impressed me was the speed of the response from the SkyGuard."

He added: *"I would encourage all colleagues responsible for community visits to carry a Skyguard with them. They are small, very effective and will help keep you safe."*

The small keyfob-sized Skyguard device allows users to quickly and discreetly call for help in any emergency. With one press of a button, users are instantly linked to Skyguard's 24 hour Incident Management Centre.

Skyguard's professionally-trained controllers are adept at handling any dangerous. Visit the Skyguard page on the intranet for more information.

LGBT History Mon



LGBT+ History Month provides role models, builds community, and makes the civil rights statement about the national and international contribution of LGBT people.

ELFT marked LGBT+ month in a range of ways including running a series of 'Coming Out' stories shared by our own staff to give insight into the times when they came out and their own personal experiences.

Flag raising ceremony

A collection of staff at Trust HQ downed tools at midday on Monday 12 February to join Chief Executive Dr Navina Evans to pose for a photograph with the rainbow LGBT+ Pride flag - in solidarity with LGBT+ communities all over the world.

Screening of Moonlight

A screening of Oscar winning film Moonlight was held at the Newham Centre for Mental Health. Moonlight charts the life of a black gay youth named Chiron growing up in a rough neighbourhood in Miami. The film presents three stages in the life of the main character; his youth, adolescence and early adult life. It explores the difficulties he faces with his sexuality and identity as he falls in love with his best friend.



LGBT History Month Quiz

1. What is the name of the landmark event that happened in New York, 1969, that was a catalyst for the gay and civil rights movement?
 - (a) The Stonewall Riots, which took place after a police raid at a pub in New York City in 1969
 - (b) The boycott of busses, which took place after Rosa Parks was arrested in Alabama
 - (c) When Emily Davidson was killed by running in front of the Kings Horse in a race in Epsom, 1955
2. Britain's first openly gay MP Lord Chris Smith was elected to parliament in 1983. Which political party was he a member of?
 - (a) The Conservative Party
 - (b) The Liberal Democrats
 - (c) The Labour Party
3. Which country became the first in the world to allow gay marriages in 2001?
 - (a) Canada
 - (b) England
 - (c) Holland
4. During the Second World War, the Nazis deported up to 15,000 gay men to concentration camps. What symbol were they forced to wear to identify them as homosexual?
 - (a) Pink triangle
 - (b) A red circle
 - (c) An orange square
5. Which famous British computer scientist was prosecuted for homosexual acts in the 1950s?

Check your answers on page 16.



The City and Hackney Recovery College celebrated LGBT history month with an afternoon tea session. Service users and staff came together to participate in a quiz on LGBT history with quiz master and LGBT network lead Andrew Horobin.

th Across the Trust



Andrew Horobin is the Service Manager for Urgent Care, Specialist Teams and Psychological Medicine in the City and Hackney Directorate. He is shortly to add a new title to this list, that of Lesbian, Gay, Bisexual and Transsexual (LGBT) Staff Network Lead when the Equality Staff Networks are relaunched later in the month. Below, Andrew talks about what he hopes to bring as the LGBT lead and is the first in a series of 'Coming Out' stories that will be published on the intranet to mark LGBT History Month in a personal way in ELFT.

When did you know you were gay?

I think I always knew I was gay. From an early age I knew I was different, but probably from around 12-13 I began to identify as gay.

How did you go about telling people?

I came out to friends first. To be honest it wasn't much of a surprise! I came out to my mother when I was 18 whilst watching the then televised 'Miss World' contest! She immediately said she thought so, but it was still very emotional. I was really lucky that my family was completely accepting of my sexuality. One thing people often forget is that you never 'come out' once, but with many people in many different situations. I found it more difficult coming out with more distant relatives who I'd only see a few times a year. In fact there's one aunt I only told about 5 years ago. She was lovely – and quite affronted that I hadn't told her earlier. Particularly as I have a partner of 12 years!

What was the culture and understanding about being gay at that time?

I came out in the 1980s. Homosexuality was still illegal for anyone under the age of 21. Clause 28 – a law that prevented the 'promotion' of homosexuality in schools – was just going through parliament, and HIV and AIDS had taken its hold.

On television the only visible gay people were Larry Grayson and John Inman – figures of fun and mockery. You were brought up believing that to be gay was to be a deviant, that it was wrong and 'dirty'. Police were still arresting people in public toilets and AIDS was seen as a 'gay plague'.

I went to University in Manchester and joined the Lesbian and Gay Society. There was a huge LGBT community and I felt I could finally realise my identity there. I went on demonstrations protesting Clause 28 and later became a 'buddy' for the Terence Higgins Trust, where I acted as a befriender to people with HIV and AIDS. In the 80s and early 90s an HIV diagnosis was seen very much as a death sentence, and there weren't the treatments that we have today. The famous 'Don't Die of Ignorance' with images of looming gravestones didn't help to allay people's fears! In some ways the

environment of fear and oppression served to galvanise the LGBT community. There really was a feeling of community. I developed lasting friendships and we were united by a common purpose.

Did you have any unexpected responses, positive or negative?

To this day, I still occasionally get homophobic abuse. About a year ago I was walking home and two men in a van drove past me slowly, wound the window down and shouted 'queer'. I was too shocked to react...

I can't think of day when I was at school when I wasn't called homophobic names. Stonewall did a campaign a few years ago asking people to write to their old schools detailing their experiences of homophobic bullying and to ask them what they were doing about it now. I got a good response back and I found the experience quite cathartic. But homophobic bullying is still rife. We need to remember that whilst many of our LGBT staff and service users may seem perfectly at ease with their sexuality, they are likely to have had similar traumatic experiences.

Is it important that service users can be open and feel able to say who they are?

Absolutely. In order to thrive you need to be able to express yourself truly. Recovery is about being able to flourish and find your true potential. How can you do that if you still feel you have to hide a fundamental part of yourself, or if you can't talk about the difficult experiences you've had?

Equality Staff Networks

ELFT has appointed four Equality Network Leads who will be supporting the Trust in its journey of shaping and implementing the equalities agenda. Working closely with an executive sponsor, they will build, coordinate, and deliver plans which will support our Trust's equality, diversity, and human rights strategy. They will play a key role in channelling staff voices and coordinating equalities activities within each network.

What does your new LGBT Staff Network Lead role involve?

I've only just started in my new role so it's still

early days, but I want to ensure LGBT inclusivity and visibility at every level – including recruitment, policy-making, raising awareness. Making this a great place to work if you're LGBT. I'd like to re-establish the LGBT network so that it's meaningful for all staff.

Due to the stigma and discrimination that still exists, LGBT people are likely to have had experiences which can make them more susceptible to mental health issues. I think it's important to ensure staff have the confidence and skills to offer the best care and support for our LGBT service users.

We already have some plans for the next 12 months. Obviously promoting LGBT History month. I want to build on our 'Straight Allies' programme, get a good ranking in the Stonewall Equalities Index for top employers and participate in the Pride March in June. I also want to raise awareness of the needs of Trans people and am looking at training and other events to address that.

Why do you think the organisation needs this role?

Inclusivity is one of our values, and we need to demonstrate this not by just paying lip-service to minorities and marginalised groups. As the Leads will have one day a week dedicated to the role, it gives us time to put ideas into action, and to gain views from our staff and service users.

Equality Staff Network Leads

The leads and sponsors for the networks are as follows:

- **Black Minority Ethnic** – Diana Okoukoni (Staff Nurse); Executive Sponsor – Lorraine Sunduza
- **Disability** – Shannon O'Neill (Administrator); Executive Sponsor – Mason Fitzgerald
- **Lesbian, Gay, Bisexual and Transsexual** – Andrew Horobin (Service Manager); Executive Sponsor – Paul Gilluley
- **Women** – Sarah Canning (Head of Administration); Executive Sponsor – Lorraine Sunduza

Service User and Staff Co-produced Theatre

From October to December last year a group of staff, service-users and their friends & families met each week at Theatre Royal Stratford East to devise a new piece of theatre from scratch, their own experiences of mental health services was the raw material.

The process was expertly facilitated by Theatre Company 'Playing On' who had previously made the acclaimed 'Hearing Voices' and it was kindly hosted by the engagement team from Theatre Royal.

After initial anxiety on all sides the weekly sessions became a source of creative energy, understanding and joy – there was plenty of laughter even when dealing with difficult topics. As the weeks went by lived experiences were shared, characters were created and a story emerged. A final week of more intensive work built to a performance at the theatre itself. The performance itself went well and led to a moving and impassioned post-show discussion.

Everyone involved left feeling proud of the work they had made and in many cases felt more confident than they had in years. On a personal level I felt more a renewed sense of purpose in my work and new understanding of service-user experience. The project is being evaluated by staff and service users and we hope this will lead to further developments of more theatre based creative projects in the near future!

Sexual Harassment Information for Staff

In the light of recent revelations of sexual harassment in sport, the film and TV industry and other industries, the Trust has issued information to staff acknowledging that public sector organisations may not be immune to these issues. The information signposts staff to a range of options on the intranet to get support and urges them to speak to someone if they experience unwanted behaviour.

Congratulations to Bedfordshire and Luton Preceptorship Nurses



CONGRATULATIONS to this cohort of Bedfordshire and Luton nurses who are nearing the end of their Preceptorship period.

This is a period of individualised support for newly qualified nurses under guidance of an experienced clinical practitioner, which attempts to ease the transition into professional practice for new nurses. This group joined the Trust in September 2017.

David Roberts, Practice Experience Manager, is thrilled with their progress:

"Congratulations to all the Preceptees who have completed their six month programme in Bedfordshire and Luton. The increase in their confidence is evident to all. They are a welcome addition to the Trust in Bedfordshire and Luton."

CQC Reassured by Changes to Bedfordshire Wards

A focused Care Quality Commission inspection of wards in Luton and Bedfordshire has provided assurance that the Trust is learning from serious incidents and taking steps to keep patients safe.

The CQC inspectors did not issue a rating for the services but noted improvements in the acute wards for adults of working age and psychiatric intensive care units (PICU). The inspectors found that staff thoroughly assessed risks to patients and provided care which addressed their needs, that there had been improvements in staff updating risk assessments. Patients reported that staff involved them in planning their care and treatment, ward procedures have changed across the service with more focus on the security and safety of wards. They also found measures in place to restrict contraband items that needed further embedding.



IT UPDATE - NHSmail

A big thank you to all staff across the Trust in supporting us with the move to NHSmail.

We know it has been a significant change, but we are pleased to now have everyone across and off the 'old' @ELFT email addresses. The new system has saved over £500k, staff will now be able to access their emails anywhere and have access

to Skype for business. NHSmail is the secure way to send emails between the Trust and GPs, CCGs, Homerton hospital and many other NHS organisations. Gradually over the next few months, we will be removing parts of the old @ELFT mail system, prior to a full shut off later this year. It's therefore important that all your contacts use your new NHSmail address for all correspondence.

Back on Track Project is a Winner at the RBA Awards



THE 'Back on Track' project run by the Trust and KeolisAmey Docklands, the operator of the Docklands Light Railway, has won the Customer Service Excellence Award 2018 in the Rail Business Awards. The winners were announced at the RBA ceremony on 22 February 2018.

'Back on Track' is a joint initiative between KeolisAmey Docklands (KAD) and the Trust which aims to help people with mental health, social or psychological difficulties get more out of life and feel part of their local communities.

The initiative has involved training of DLR staff by ELFT staff to provide optimum support and guidance to people venturing onto the DLR.

Paul Binfield, Head of People Participation, is delighted about the award. *"This is great news. The success of Back on Track is its simplicity. Equipping DLR staff to confidently talk to passengers with mental health issues, benefits all passengers as they can be that friendly presence that says "Is everything alright,? Can I help?" And it means that people who find the idea of travelling on public transport stressful and anxiety-provoking know that they will be supported. They can be part of their communities, going about their business like everyone else."*

Bob Gough, Operations Security Manager with KeolisAmey Docklands Ltd said, *"This award is very pleasing, particularly as it comes under the Customer Services Excellence Award. I believe that means the judging panel recognised the fact that we are working to embrace ALL our customers on the Dockland Light Railways, including those facing the challenge of mental ill health."*

KAD Ambassadors can organise group trips and excursions to help people to get used to travelling with the support of others around them. Service users in Tower Hamlets can speak to their local health and social care coordinator about joining the project as part of their rehabilitation and recovery.

The partnership also supports DLR staff and managers in looking after their own wellbeing with mindfulness sessions, seminars on stress, etc.

The award winning project has previously won a Social Inclusion Award.

NHS Staff Survey Results

THE NHS national staff survey results are in and we are proud that once again staff have recommended the Trust as a place to be treated and to work.

We've had a great response; with over 2000 staff giving us feedback about their experiences of working at ELFT. The national staff survey gives us a valuable insight into the experiences of our staff and areas that we need to improve.

We are pleased that the Trust has maintained its strong position and has scored highest of all mental health and community trusts in the country in the following areas:

- Quality of non-mandatory training, learning or development.
- Sixty nine percent of the staff survey are happy with the standard of care that ELFT offers and are committed to improving this figure
- The percentage of staff reporting errors, near misses or incidents witnessed in last month
- The percentage of staff able to contribute towards improvements at work
- Staff satisfaction with the quality of work and care they are able to deliver

"A key focus for the coming year is the health and wellbeing of our staff, improving access to career progression and addressing concerns about discrimination and violence at work. We have been working on the key areas of concern and will continue to build on this throughout 2018."

- Sandi Drewett Director of HR and OD





Eirlys Evans and Ruth Bradley

Hello and Goodbye

Director of Nursing - Integrated Care

EIRLYS Evans, ELFT's Director of Nursing-Integrated Care is to retire after a nursing career spanning over 40 years. Ruth Bradley has been appointed as the new Director of Nursing-Integrated Care from 1 March 2018. She will be leaving St Joseph's Hospice in Hackney where she has been Director of Nursing and Therapies for 9 years. In this interview, we hear from Eirlys about the highlights and achievements during her time in the Trust, and from Ruth about how she hopes to build on this and take nursing to the next level.

Farewell to Eirlys Evans

How long have you been Director of Nursing? I joined the Trust in December 2013. I had worked in the Trust previously in the Assurance team, but after a brief spell at Waltham Forest CCG, I saw the light(!) and came back to ELFT!

What have been the highlights during your time here? I have a dual qualification as a registered mental health nurse and registered general nurse, so I have felt privileged to have been able to make use of all my skills here, influence the strategic direction of nursing and provide a framework to build on for the future.

I am especially proud of the establishment of the Inner East London Community Nursing Superhub which really put us on the map. It has been a chance to work with community nursing partners and share learning to strengthen our approach to patient care. It has been great to be part of the amazing Quality Improvement programme.

I have relished commissioning and influencing the inspirational films ELFT has produced.

I feel proud when I see how person-focused care has developed and how professions have integrated to produce multi-disciplinary teams who can do anything!

I have particularly enjoyed giving people a nudge to develop professionally, many who have been stars in hiding! A key highlight was sharing the joy when the Trust was rated 'Outstanding' by the CQC in 2016.

You were the senior manager on site when fire broke out at East Ham Care Centre some years back. What was going through

your head as the situation unfolded? The safety of our patients and our staff was upper most in my mind; and trying to make the best decisions for the situation until the fire service arrived. I learnt that fire doors work and save lives. Off duty staff came in from home when they heard what was happening. It was a traumatic situation which I will never forget but I will never forget the support of colleagues during and after.

What will you miss about working here? I will miss friends and colleagues. And the opportunities to make a difference to patient care.

What won't you miss? The Central line!

Any wise words to the incoming Director of Nursing? The pace is fast at ELFT. Keep people close to you for mutual support and ensure you have a good work-life balance to maintain your personal resilience and to be in good shape to drive change and support others.

What are you going to do with your new-found leisure time? I am going to reconnect with friends I haven't seen for ages. I am a keen rider so I am going to look into competing in horse trials on my horse. I've got to get on top of a lot of chores at home! And I will be volunteering - with horses and with people!

Hello to Ruth Bradley

What attracted you to coming to work for ELFT? The Trust has a great reputation so I am excited to be joining such a strong team. And with Bedfordshire Community Services joining the Trust in April, I won't be the only new nurse in town!

I felt it was time for a change and I am enthusiastic about integrated models of care. I value the principles of holistic care. One size won't fit all. Integrated care enables us to tailor care around the needs of each individual.

What will your role involve? My role is all about leadership in care and ensuring that we have safe systems that allow us to provide high quality care.

I am looking forward to leading and working with the Nursing workforce and supporting development for integrated ways of working with all other professionals.

What do you think you can bring to this job from your previous roles? I think I will bring a strong emphasis on holistic care and leadership to develop nurses and nursing. I am used to working with a network of organisations supporting families. I think this experience will be key as more and more, staff work with external providers to provide the right care packages for patients.

What have been your impressions of ELFT so far? I have been struck by the high standards in evidence here. And the way service user reps are involved in all areas of the Trust's work. I think ELFT is really patient-focused and has a strong focus on staff welfare. I think this is a confident trust which you can see in the way staff go about their work whatever their role, and it is aspirational - ELFT is going places!

What will you focus on mainly in the coming months? Initially, I will focus on getting to know the nurses working in the Trust - find out what is important to them and what are the challenges to confirm the key priorities. Staff always know what is going well and what we need to improve on.

How can you spot a good nurse a mile off? Seeing someone show compassion and genuinely listening. Having a connection with a patient and really knowing the person. And having a strong drive for safety, looking ahead and anticipating what they might need.

You can read the full interview on the Trust website: www.elft.nhs.uk

Successful QI project achieves waiting times reduction



A successful Quality Improvement (QI) project has achieved a sharp drop in times Learning Disability (LD) service users wait to access a Bedfordshire and Luton service. The Improving Access to Learning Disability OT Service established a QI project with the aim of reducing waiting times for all referrals to 18 weeks. The average wait at the start of the project was 27.05 weeks. The average wait now is 15.45 weeks.

The team had been working with a large waiting list from referral to start of intervention.

Service users requiring Sensory Integration (SI) intervention were waiting up to 70 weeks. The SI patients were waiting longer because other patients with higher priority/risk needed more prompt intervention and would be prioritised.

The team used QI to re-think how the system operated and try to make the change from a reactive system to proactive. The need for change was also highlighted by the CQC during the service inspection in August 2016. The longest wait for SI referrals at the beginning of the project was more than 70 weeks. It has dropped to 21 weeks.

A driver diagram which became the team's framework for change was designed following a brainstorming session. Change ideas that were tested included establishing telephone

triage, use of smartphones for wifi and establishing a standard for the number of sessions expected for different interventions.

Project lead Debbie Alaluf, Senior Specialist Occupational Therapist and Sensory Integration Practitioner, said: *"We are delighted with the results. The QI project has enabled us to review our total way of working."* QI coach Sarah Stilwell provided support throughout the project. *"QI provided the tools needed and the team provided the energy, expertise and desire to drive positive change,"* she said. *"They were fantastic."*

Learn more about this completed ELFT QI project by visiting <https://qi.elft.nhs.uk/resource/project-101269/>

Positive Vibes with Positive Practice



organisations and sectors, to facilitate shared learning, and to raise the profile of mental health with politicians and policy makers.

As Tony Russell said, *"Perfect mental health services do exist, just not all in one place!"* He and Angie were interested in the work of the Trust in Quality Improvement which they have been following closely. **Lobbying for Mental Health**

THE Trust has recently joined the Positive Practice in Mental Health Collaborative, a collaborative of seventy-five organisations, including NHS Trusts, CCG's, Police Forces, third sector providers, front line charities and service user groups.

CEO Dr Navina Evans and members of the executive team met with founders, Tony and Angie Russell, in early March to find out what Positive Practice does and how staff in the Trust can make the most of the membership. Navina then personally took them on a whirlwind tour (in the snow) to see local mental health services for themselves and meet service users and staff.

Identifying and Sharing Good Practice in Mental Health

The collaborative aims to identify, and disseminate positive practice in mental health services by working together across

Positive Practice have a strong lobbying presence in Westminster to keep up the pressure for parity of esteem in mental health funding, and to keep mental health issues at the forefront of MPs minds. They champion positive practice to aid the dissemination of new approaches, and remove obstacles to improvement. Staff wellbeing is a key area of interest.

Forums and Special Interest Groups

Positive Practice hold events and special interest groups for members of the collaborative (and for MPs) aiming for all sessions to be relevant and meaningful to staff. Tony noted, *"In our experience, people get motivated talking to other motivated people."* Staff can sign up for these for free at any time.

For more information, go to: <http://positivepracticemh.com/about-us>

Read our new blog series by ELFT CEO, Dr Navina Evans



DR Navina Evans is one of the first female, ethnic minority chief executives in the NHS. She led East London NHS Foundation Trust (ELFT) to become 'Trust of the Year' in 2016/17 and to be rated 'Outstanding' by the CQC. Her blog entitled 'learning, sharing and improving' will explore leadership, improving the way healthcare is delivered and learning from sources beyond healthcare.

Her latest musings on the blog explore her role as an immigrant in the NHS, read the blog by visiting www.elft.nhs.uk/News/Trust-Blog

TRUSTtalk

MEMBERS

ELFT Chief Heads Local Strategic Boards

ELFT'S Chief Executive Dr Navina Evans has been appointed as Chair of the WEL System Delivery Board.

This is a programme that brings together the CCGs of Newham, Tower Hamlets and Waltham Forest, as well as ELFT and Barts Health NHS Trust, the main hospital services provider in these boroughs, to deliver high quality, safe and sustainable services for the population of East London. The transformation and partnership working involved is focussed on a number of clinical work streams, and this work informs and shapes the North East London.

Additionally, Dr Evans has been appointed as the lead for the Transitions workstream for the Bedfordshire, Luton and Milton Keynes Sustainability and Transformational Plans.

Saying Farewell to Services

ON the 31 March 2018, the Trust will say farewell to staff working in the Luton Wellbeing Service, the R3 Drug and Alcohol Services in Redbridge and the Newham Wheelchair and Seating service who are set to all transfer to new providers on 1 April.

The Trust is working with the respective new providers to ensure a smooth transition. Staff will each receive a letter thanking them for their contribution to the work of ELFT and a leaving event will take place.

'Buddying' With Suffolk and Norfolk Health Services Update

LAST year, NHS Improvement asked the Trust to buddy up with Norfolk and Suffolk Foundation Trust to provide help and support after they went into special measures for a second time following an inspection by the CQC.

Norfolk and Suffolk Foundation Trust (NSFT) runs mental health services, substance misuse and learning disability services in East Anglia. The buddying arrangement is now in full swing. Key directors have visited colleagues in East Anglia to share ideas, knowledge and experience. The relationship is proving to be very positive with both trusts reporting they are finding it helpful and productive.

Bedfordshire Community Service Contract

AS reported previously, ELFT is to become the new provider for Bedfordshire's Community Health Services from 1 April 2018.

The Trust will deliver these services in partnership with Cambridgeshire Community Services NHS Trust (CCS) who will provide Health Visiting and School Nursing services, community paediatricians, the Looked After Children's Health Team and allied health professionals such as Speech and Language Therapists. ELFT will provide adult community services which includes specialist nursing, community geriatricians, rapid response and rehabilitation and step-up/step-down beds. Due diligence activities are underway to fully assess the detail of the contract. Managers have met with staff groups to introduce themselves, allay any concerns and answer questions. A detailed plan is being developed to ensure that all staff will have the necessary information they need on day one to continue to deliver patient services, including being able to access to ELFT systems.



Your views help us shape our plans

ELFT held a series of five local Annual Plan Consultation events over February 2018 in City and Hackney, Tower Hamlets, Newham, Luton and Bedfordshire followed by a Trust Wide Annual Plan Meeting in March 2018.

These events provided an important opportunity for the Trust to hear from its members, staff and Governors about what ELFT can do to improve its services and what areas need to be developed and considered in the Annual Plan which sets out what the Trust will focus on and deliver over the coming years. Service leads and directors gave updates about ELFT's mental health and community health services specific to each locality, followed by lively group discussions where members and governors fed back their suggestions. Service leads and directors joined in with the discussions and noted all the feedback from these events to be taken forward. The Trust would like to thank all members, staff and Governors for taking the time to attend and participate in these events and for providing valuable views and suggestions on services to help ELFT plan and improve its services for local people.

Local Members Meetings 2018

THESE meetings provide a great opportunity for members to get involved at the Trust to hear about Trust services and take part in discussions around current membership and Trust topics. Members can also meet and hear from Governors as well as meeting other members. Food and Refreshments are provided during the meetings.

To find out more about any of these meetings, venue details or to book your place, email: elft.membership@nhs.net or phone 0800 032 7297

London Meeting (evening)

Thursday 12 April 2018

5:30pm – 7:30pm

Ground Floor, Training Room

Trust Headquarters

9 Alie Street

London E1 8DE

Further London meeting dates to be announced. Contact the Membership Office to find out more.

Luton Meetings

1pm – 3pm

Wednesday 28 March 2018

Thursday 27 September 2018

Bedfordshire Meeting

1pm – 3pm

Tuesday 5 June 2018

Tuesday 4 September 2018

Tuesday 13 November 2018



Norbert Lieckfeldt, Lead Governor

NEWHAM Governor Norbert Lieckfeldt has been appointed as new Lead Governor, also known as the Deputy Chair of the Council of Governors. The role of the Lead Governor involves being a member of the Nominations and Conduct Committee, meeting with the Trust Chair regularly, supporting Governors and the development of the Council of Governors and chairing meetings. Norbert told us more about himself and his goals as Lead Governor.

Can you tell us about yourself, what is your background?

I was born and brought up in Germany, but came to the UK a student. I've now lived nearly 30 years in London – time flies!

For almost all my working life here in the UK, I've worked for the UK's national charity for adults and children who stammer (and their parents). I've been Chief Executive for the past 15 years or so, trying to keep a small but important charity going.

I've always had a stammer myself though as I got older, it's become less intrusive and less obvious (I think!).

Why did you become a Governor?

The NHS service in Newham for children and adults who stammer was being cut back drastically. It annoyed me enough that I stood for election. One of the things I've learnt since is that I should have got involved with the Clinical Commissioning Group instead. It's their job to commission speech and language therapy services. But by that time it was too late: I'd got sucked in!

How did you get involved with the Trust as a Governor?

I learned about the Trust at a roadshow in East Ham, after having moved to Custom House in Newham. I joined as a member

because I was interested in finding out what was happening. At the same roadshow they also told me my cholesterol levels were sky high, so that was another bit of useful info.

I've always been a great fan of the NHS. I think it's one of the most amazing achievements of our time. The NHS Constitution starts with "The NHS belongs to the people". As Aneurin Bevan once said, the NHS will last as long as there are folk left with the faith to fight for it. Coming from a poor charity, I practically run on faith! Getting involved as a Governor seemed like the logical next step.

What does the Lead Governor do?

I'm still finding this out! It's a big job and not easy for someone with a full-time job. Luckily my work is quite accommodating.

I work mainly with the Chair of the Trust to ensure the meetings are running effectively and that Governors can fulfil their roles. But I will also pick up concerns or questions of Governors and members and ask for them to be addressed in the right way.

For example at the Open Forum for Governors which gives Governors a chance to air any concerns or come up with proposals. I talk about these with the Chair.

I attended the Newham Annual Consultation event for our Members to hear what they want the Trust to do next year. The role is busier than I thought, but I like learning new things.

What are your key goals as Lead Governor?

I am working with a small team of Governors on our Quality Improvement project. We want to improve how Governors see their own impact on the work of ELFT. One of my goals is to ensure that whatever ideas we come up with then become embedded in how we do our business. Governors have a real impact on ELFT's work, but we still often don't know we do.

I'd also like Governors to be able to look up from the day-to-day job and do a bit of horizon-scanning to see what is out there. For example, I shared a newspaper article about a project in Somerset where the NHS runs activities to overcome loneliness. This has had very positive results. I am active in the Lead Governors Association and am keen we should learn from others.

How do you think the Trust can do better?

The Trust can always do better – one of the things I like about ELFT is a culture of "how can we improve"? My main concern is often simply about communication. Good communication is so crucial, whether it's

telling Governors they're making a difference, reacting well and quickly to a complaint, or just making sure everybody knows what's going on. I sometimes struggle with that in my own small charity with eight staff – just imagine the problem when there's 8,000!

What do you do to relax?

I go home, turn off the phone and read. It's nothing heavy, just something I download on my kindle. I hardly watch TV any more but I do like listening to the radio. I've got a small circle of very good friends and they're a great way to forget about your problems at times.

What is the most interesting place you've visited and why?

Other than London? Berlin. Berlin is an amazing place. I went there first when the Wall was still up, and Berlin has been, and will always be, changing. They say in Germany that "Berlin never is, it always will be".

Two New Deputy CEO Roles



Steven Course



Paul Calaminus

ELFT has two new Deputy Chief Executives to replace Jonathan Warren who left the Trust in early November.

Chief Finance Officer Steven Course will be Deputy CEO for Bedfordshire and Luton while Chief Operations Officer Paul Calaminus will hold the same role for London. Both will continue with their existing roles. Splitting the role will allow both deputies to engage with partners and stakeholders, reflecting the Trust's active role in these health systems.

Get in touch with Membership

If you would like information about being a Trust member, or if you would like to join as a member, contact the Membership Office at: membership@elft.nhs.uk 0800 032 7297 You can also join online by going to the 'Membership' section at www.elft.nhs.uk

Telling The World What We Are Doing - And Where We Are Going

MORE than 700 staff were involved in the Trust's 'Big Conversation' last year where using their knowledge and experience of working with local communities, they were asked to consider what the Trust's focus should be going forward. There was further discussion and analysis in the Directorate Management Teams (DMTs), the Council of Governors and the Trust Board. This work has led to the development of a new strategy, vision/purpose and mission statement for the Trust - to span the next five years.

The purpose of the Trust is:

'To improve the quality of life for all we serve'

The ELFT Objective is:

'By 2022, we will build on our success and lead on the delivery of integrated care. ELFT will do this by working purposefully in collaboration with our communities and partners, always striving towards continuous improvements in everything we do.'

In short, it determines the Trust's direction and helps us to focus on the future.

Following on from this work, the Trust has agreed four strategic goals. These are:

Improving the Patient Experience

Improving the Health of Communities

Improving Staff Experience

Improving Value

All the Directorates in the Trust will produce local plans using these statements and local data to shape their priorities and plans over the coming year, involving service users, carers, governors and partners. Chief executive Dr Navina Evans will be meeting with partners and service user forums to explore further what this means for local people, staff and services.

Gimme 5!

A 5 minute interview with Jan Pearson, ELFT's Associate Director of Safeguarding Children, who is to retire at the end of March. Here she reflects on key moment in her 40 year career.

When did you join ELFT? I joined ELFT in December 2003. I trained first as a primary school teacher and then a social worker nearly 40 years ago. I started my career as a generic social worker in Bedford which included visiting clients in Weller Wing so it is fitting to come full circle and reflect on the intervening years.

What drew you to the field of Safeguarding Children? I grew up assuming I would work with children. I followed my mother into teaching but realised I was more interested in the children's home lives than devising lesson plans. I became especially interested in the needs of children who lived in a family with mental illness.

What have been the highs and lows? Feeling a sense of achievement that safeguarding children is embedded in the Trust, and introducing Olympic bucket drumming into the Trust! I can't think of any lows!

What will you miss? The people.

What won't you miss? Performance dashboards and training compliance reports!

Any memorable moments? Receiving a Staff Award in my first year and then drumming on the Barbican stage at the Staff Awards in my last year. Another full circle.

What are you going to do with your free time? I already do a lot of volunteer activities outside work so I will have more time and energy to devote to them. I keep busy organising and taking part in exciting and varied events with the Pandemonium Drummers who emerged from the London 2012 Olympic Opening and Closing Ceremonies. I will probably do some bank work for the Trust and some safeguarding children project work for other agencies. I volunteer at Saracens so the first thing I am going to do is cheer them on in their European Rugby Champions Cup quarter final match in Dublin on Easter Day.

Answers to the LGBT Quiz (page 8)

(1) The Stonewall Riots, which took place after a police raid at a pub in New York City in 1969 (2) The Labour Party (3) Holland (4) Pink Triangle (5) Alan Turing

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FINAL WORD from the Chair

SPRING is a time of new beginnings and that has been so true for ELFT. Our spring has started with a real boost as we join forces with community health colleagues in Bedfordshire and Luton.

I am truly looking forward to working together with our delivery partners Cambridgeshire Community Services NHS Trust (CCS) and local health and care partners to deliver on our joint ambition to provide the best community health services in the country. I have planned a number of visits and want to meet as many of our new staff, service users and carers as I can over the coming months. I know we have much to learn from each other and best practice to build on, with higher quality, co-produced and better integrated care being the result.

It has been good to spend time with Governors, Members, service users and staff, as we conducted this year's round of annual plan consultations. I really appreciate the time and energy people give to these discussions, which directly shape the Trust's priorities over the next year. It is exactly this level of commitment and passion that helps ensure that the Trust is able to respond effectively to the needs of its communities and staff.

We will shortly welcome CQC inspectors on site to get a first-hand view of our services from our staff, patients, their carers and family. This is a great opportunity to benchmark what we are proud of and show the inspectors how we are maintaining our strong position. I know that staff, service users and Governors will embrace this visit as an opportunity to showcase our strengths but also to reflect on how we can continue to improve. I look forward to their feedback on how can improve the quality of care further.

Summer is on my mind as we celebrate the 70 years of the NHS in July. The NHS is undoubtedly the nations most loved institution. We'll be celebrating the vital role the service plays in our lives, and to recognise and thank our extraordinary NHS staff who are here to guide, support and care, day in, day out. It is also the 70th Anniversary of the SS Empire Windrush arriving in England that brought many health workers to Britain in response to a Government call for help and the 100th Anniversary of women, securing the right to vote. (Well, if you were over 30 and owned a house!) It would be great if, as part of our celebrations, we recognised the contribution of the diversity of our workforce. If you have any celebration ideas or want to help plan any 70th birthday events contact the communications department elft.communications@nhs.net.

Marie Gabriel