

Summer 2017

# TRUSTtalk

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

**Mental Health  
Awareness Week**

**A Big Hello to Tower Hamlets  
Community Health Services**

**New QI Visibility Wall**

*We care    We respect    We are inclusive*

**NHS**

**East London**  
NHS Foundation Trust



Chief Executive FOREWORD



Dr Navina Evans

CONTENTS

Big Hello to Tower Hamlets CHS 4  
Tower Hamlets Together Anniversary 5  
Newham Pop Psychology Sessions 6  
CPA Update 7  
Autism Awareness Week 8  
CAMHS Helps Markus 9  
Mental Health Awareness Week 10  
A Day in the Life of Sarah Roche 11  
Volunteering 12  
Annual QI Conference Update 13  
Meet Our New Chief Operating Officer 14  
Members Working Lunch Meetings 15  
Final Word from the Chair 16

Cyber Attack in May

You will be aware that many NHS organisations were affected by the worldwide Cyber Attack that took place in May. ELFT systems were not seriously affected apart from some of our services who use systems supported by Barts Health. This was due to regular system updates rolled out by the ELFT IT department and robust antivirus security systems which detect rogue emails of this kind. All services were taken off line as a precaution on the day of the cyber attack, and steadily restored over the weekend. All patient information is automatically encrypted or password protected so is well guarded. But we need to remain vigilant as such attacks become more sophisticated. A big thank you to our IT staff who worked long hours over the weekend of the attack and in the week that followed to ensure ELFT systems have optimum protection to enable us to provide safe care to local people.

IT'S not every day that, as an NHS employee, you get to perform in front of 3,500 people. But that is exactly what happened to 30 of our staff who took part in the International Forum on Quality and Safety in Healthcare Conference in April at Excel in the London Docklands. It made a striking and uplifting start to the conference. Thank you to everyone who attended rehearsals and joined in the fun. (Opposite)

We had a lot of fun on 1 April too when our Chair Marie Gabriel and I met with some of our new staff in Tower Hamlets who were working over the weekend. After a long period of contract negotiation, 300 community health staff in the borough transferred to ELFT. So we set out to say hello and make sure they felt welcomed, and knew how pleased we are to have them in the Trust. A warm welcome to everyone. (Page 4)

However, we are sad to be losing some staff in July when 170 health visitors, nursery nurses and admin staff in Newham transfer to the London Borough of Newham who will be providing the health visiting service going forward. I have written to all the health visitors to thank them for their hard work in the Trust and wish them well for the future.

We had even more fun at our Quality Improvement Conferences in London and Bedfordshire which took place in March. It is gratifying to see how far we have come, how much we have learned and how we are applying this in our everyday work. A highlight for me was a tongue-in-cheek performance by a service user group!

In this issue of Trusttalk, we have an interview with our new Chief Operating Officer, Paul Calaminas, who joined the Trust in March. You can find out more about him and his early impressions of life in ELFT on page 14.

In the Spring issue, there was a feature about our new Recovery-focused Care Plan Approach which is dramatically changing the way we support people with serious mental health issues. Since then, we have trained an incredible 800 staff in the new system and approach. Staff are enjoying using their new skills and service users will really see a difference.

There have been so many changes to the locations where we provide services that it is hard to keep up. You can read about these opposite but check on the Trust website for the latest news.

There are a number of summer fairs and carnivals taking place across East London, Luton and Bedfordshire so make sure you go and say hello to staff promoting Trust services at these.

Don't forget to make a note in your diaries of our Annual General Meeting which will take place on Thursday 5 October from 6:00pm at the Bishopsgate Institute. Preceded by the Annual Members Meeting will take place from 2:30pm - 5:00pm. But October seems a long way off and we have much to do before then. Have a good summer

Dr Navina Evans



Further details on page 15



Date for your diaries

**ELFT ANNUAL MEMBERS MEETING**  
Thursday 5 October 2017 from 2:30pm - 5:00pm  
at The Bishopsgate Institute  
(on Bishopsgate near Liverpool Street)

**ELFT ANNUAL GENERAL MEETING**  
Thursday 5 October 2017 from 6:00pm - 7:30pm

ELFT Staff 'BIG GIG' in front of 3,500 at International Conference



Staff took part in the International Forum on Quality and Safety in Healthcare Conference in April at Excel, London.

A multi-professional band of health visitors, nurses, doctors, therapists, social workers, pharmacists, QI team, estates and admin staff from all across the Trust took part, complete with ELFT T-shirts and flashing caps! They were supported by the expertise of the amazing Pandemonium 2012 Olympic Drummers. With the help of Paul Griffiths from the Guildhall School of Music and Drama, they soon had the audience rocking in song and rhythm at the start of day two of the conference.

A big thank you from the Big Gig organisers - Stephen Sandford, Arts Therapies Lead and Jan Pearson, Associate Director for Safeguarding Children, to everyone who came

to the Wednesday evenings 'high octane' rehearsals leading up to the event. We know everyone who took part will remember the ELFT "Big Gig" of 2017!

*"The drumming session and singing was fantastic. It was also very therapeutic. It was a nice feeling being on stage, watched by three thousand delegates. I felt like a star! Everyone felt like one big family. I would do this again. Thank you for the opportunity."*

- Health Visitor, Ruth Smith

Check out the @ELFTArts Twitter account to see the amazing range of photos, videos and feedback from conference delegates who shared their delight at our conference morning warm-up with a twist. Watch this space, the ELFT drummers may be back to warm up more ELFT gigs in the future!

Award for South Hackney Recovery Team



THE South Hackney Recovery Team were awarded a certificate at a recent event at the Royal College of Psychiatrists for being one of the first community mental health services in the country to be accredited by Accreditation for Community Mental Health Services (ACOMHS). Catherine McElroy and Dr Luke Mearns picked up the award.

The South Hackney Recovery Team is based at the Donald Winnicott Centre and provides a range of mental health services to adults aged 18-65 years. Congratulations to the team.

Changes to Services

A number of services have moved to new locations as the Trust seeks to improve environments for patients and staff, or make better use of premises and resources.

Newham

The Newham Learning Disability Service has moved from Stratford Office Village to its new home up the road at 29 Romford Road, Stratford.

Services provided by the Newham Acute Day Hospital are now being provided by the Home Treatment Team. The team has expanded to offer a range of group treatments including art therapy, talking treatment groups, and a rolling programme of education and advice sessions. The Trust has sought to include the key features service users said they valued in the Day Hospital so hot food and transport is available to those who need it. The service is open at weekends offering a crisis drop-in, lunch, and a chance to spend time with other service users.

Newham Wheelchair and Special Seating Services moved from Stratford to East Ham Care Centre in March. Their contact telephone number remains the same: 0208 496 9029.

The Newham Patient Booking Service Admin team is also based at East Ham Care Centre.

City and Hackney

The North Hackney Recovery Team has moved from Anita House to Vivienne Cohen House in Homerton. The landlord at Anita House increased the rent by £100,000 so the service has moved two and a half miles away to its new location.

The City & Hackney Crisis Cafe is now located at the Raybould Centre, City & Hackney Centre for Mental Health, Homerton Row, E9 6SR

Bedfordshire

All services based at the Weller Wing have now been relocated to other sites in Bedfordshire. Keats Ward, a female-only ward, is now based at Townsend Court.

Luton

Charter House is set to become a clinical hub for Luton services. Refurbishment will take place to convert the building for extensive clinical use. This will involve some teams moving to Charter House and the possible relocation of some staff to other locations. Improvements will include improving the air conditioning, changes to work spaces and maximising efficiency of clinical space and will take six months.

The Trust's website has been updated to reflect these changes.





# A Big Hello to Tower Hamlets Community Health Services

ON 1 April, the Trust welcomed 300 staff working in community health services in Tower Hamlets who transferred from Barts Health to the Trust.

1 April fell on a Saturday but that didn't stop Chair Marie Gabriel, Chief Executive, Dr Navina Evans and Director of Commercial Development, Mohit Venkataram from taking to the streets to visit staff working over the weekend to say a personal hello. They visited Jubilee Ward at Mile End Hospital, and met with staff from three out of the four community health teams to see how their first day with ELFT was going.

Chief Executive, Dr Navina Evans, is excited about the possibilities which lie ahead, *"We welcome the community teams who are joining us and look forward to sharing skills and expertise. We will be able to learn from each other and spread best practice to service users and their families. We really enjoyed meeting the teams. And the big conversations have already started. There is a sense of excitement in the air."*

The services that have joined the Trust are: Foot Health, Continuing Care, Continence services, Integrated OT/Wheelchair services, four community health teams, the District Nurse Evening Service and the In-reach/Admission Avoidance and Discharge team.

These services are part of the Community Health Services Directorate headed by

Michael McGhee. The Trust is now in the great position of having community health services in two areas so we can provide mental health and physical health care to the whole community in Tower Hamlets and Newham. The Trust will be establishing some new services as part of the new Tower Hamlets contract including an enhanced Rapid Response Service, a Frailty Assessment Clinic and Intermediate Care.

The confirmation of the transfer of staff came in the week before 1 April so ELFT staff and the community health services had a matter of days to make preparations for the change. A massive thank you to everyone involved who had to work very swiftly to get things in place.

## Charter House Cake Sale

Tempting sweet treats have helped staff raise £123 for Luton Foodbank. Luton's ACE Enterprises team held a cake sale on April 6 to support the charity.

Sharon Petrarca and Maribeth Bowler led the way by touring Charter House with a trolley laden with delicious cakes.



Staff in St Peter's Health Centre in Wapping were excited about transferring to ELFT and gave themselves 'elf' names to mark the occasion!

It was business as usual for the teams and for their patients. All services will remain in their current locations, and phone numbers and referral pathways will continue as they were. Marie also hosted a drop-in Coffee Morning Welcome event during the first week and Service Director, Michael McGhee, visited all the teams during the week too.



## Tower Hamlets Together Celebrates Second Anniversary



TOWER Hamlets Together, the partnership of local health and social care organisations in the borough, celebrated its two-year anniversary of being awarded 'vanguard' status to develop pioneering ways to provide care to its communities.

The Trust used the opportunity to get a celebratory cake and invited the new Tower Hamlets community health staff to a drop-in coffee morning with Chair Marie Gabriel, along with ELFT staff.

Back in 2015, NHS England invited health and social care organisations to bid for funding to become part the NHS New Care

Models programme – established with the aim of exploring new and innovative ways to provide the best ever standards of care. This was in response to rapidly increasing demand for care from an ageing population as well as recognition of the opportunities to improve quality and efficiency through closer working between health and social care services.

Tower Hamlets was one of 50 sites nationally to successfully bid for funding which would support a three-year programme of work.

The Tower Hamlets Together programme comprises three main strands of work –

improving services for children and young people, improving services for adults, in particular those with a long term health condition or who are vulnerable to illness, and finally a focus on prevention and supporting people to lead a healthy life.

The partnership will enable local GPs to work much more closely with hospital and community trusts to offer more joined up health services in the borough and reduce duplication, and is seen as a unique opportunity to transform community health services.

## Health Hero Training Academy for Children and Young People

STAFF from Tower Hamlet's Paediatric Liaison Team collaborated with Barts Health to launch a Health Hero Training Academy at the Royal London Hospital incorporating therapeutic play, drama, games and psychological therapy to celebrate the strength and abilities of its young patients.

Dr Jennie Robertson, Clinical Psychologist explained, *"We recognise that children and young people living with chronic physical health difficulties are vulnerable to developing and adopting illness-based identities at the expense*

*of recognising their strengths and abilities, and often miss out on social and educational opportunities as a result of multiple medical appointments and hospital admissions. This can be detrimental to their psychological well-being and social development. In addition, the parents and carers of our paediatric patients can also be negatively impacted by the challenges of caring for a child with a chronic illness. We believe that all our patients and their parents/carers are heroes, and we hope to recognise and celebrate this through the Health Hero Training Academy,"*





## Bedfordshire Wellbeing Service Spreading the Word About Talking Therapies



BEDFORD Blues rugby fans didn't know what hit them on 17 March when a bunch of ELFT staff showed up at the game wearing appropriately green jackets. Well, it was St Patrick's Day!

The Bedfordshire Wellbeing Service is running a range of campaigns to raise awareness of mental health support for men.

Men are less likely to seek help if they feel overwhelmed by their worries, if they feel low or are having difficulty coping.

Men who work in rural settings, which much of Bedfordshire is, run a higher risk of suicide or self harm. So targeting a local rugby union match seemed like a good place to start to promote Improving Access to Psychological Therapies (IAPT).

The team of eight met fans at the turnstiles, in the bar and at the pitch-side to get them to take a finger-touch stress test and talk about how they cope with every day stress.

Fans were very forthcoming and took away the stress test cards with the contact details on how to self refer to the Bedfordshire Wellbeing Service. There were posters in key positions around the ground and the service had a full page advert in the rugby programme.

Just over three out of four suicides (76%) are by men and suicide is the biggest cause of death for men under 35 (Reference: ONS).

Faheem Parkar in the Luton Wellbeing Service is working with local community groups and businesses to spread the word within businesses, about the support provided by talking therapy services to improve employee mental health wellbeing. He even met the Luton Mayor, Tahir Khan to brief him on what the service can offer. There is no end of volunteers to attend a monthly curry networking event to meet local business owners, and charity based events!



Faheem Parkar and Luton Mayor, Tahir Khan

## Newham Summer Pop Psychology Sessions



IF you live in Newham and/or registered with a GP in Newham, these **FREE drop-in sessions** might be just up your street. The monthly sessions run by the Newham Talking Therapies (NTT) service are designed to help you feel well and stay well!

**There is no need to book, you can just drop in!**

The sessions take place from various venues within the Borough of Newham. Please contact NTT on **0208 475 8080** or visit:

[www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk) for up to date information.

### Thursday 29 June 2017

#### Men's Health

After April's session about Women's Health, this session will focus on Men's Health. Everyone can find life stressful at times, get down or anxious and worried. Asking for help can feel out of character or like admitting defeat. Social and cultural expectations of men can make it hard to ask for help or admit they are struggling.

**This Pop Psychology class will look at:**

- How this way of thinking may be unhelpful, and that asking for help with things is a normal part of life
- It will also include some ideas on building a stronger self, such as stress management and relaxation.

### Thursday 27 July 2017

#### Nurturing Your Mind and Body

Mindfulness is an innovative way to look after yourself, reduce stress and help you cope better.

**This Pop Psychology class will support you to:**

- Recognise the signs that you are nearing breaking point/ you are taking on too much
- Access support when in crisis and continue to look after yourself.

Call **0208 475 8080** or check the website to find out about these and future sessions: [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk)

### Thursday 31 August 2017

#### Building Happiness - learn optimism, strength and resilience

Thinking positively about things can be something we find hard to do or forget to do at times.

**This free Pop Psychology drop in class will support you with:**

- Understanding the reasons that stop you from thinking positively about yourself
- Overcoming the barriers and build a new habit of a happy mind.

### Thursday 28 September 2017

#### Managing the aches and pains of life

Pain can be something felt emotionally and physically.

**September's Pop Psychology class will be looking at:**

- Sources of emotional and physical pain and the connection between the two
- Helpful ways to manage these
- New wellbeing strategies such as stress management and relaxation.

**These classes may be all you need to set you on your way. All sessions will include ways to get further help. Additional classes will take place during the summer months.**

## Over 800 Staff Trained on New Recovery Care Programme Approach (CPA)



THE Trust's new recovery Care Programme Approach (CPA) training team celebrated after training more than 800 staff on the new process.

The team, made up of service user and carer experts by experience, IT trainers and clinicians have spent 168 hours, the equivalent to seven full days, delivering training to staff across the Trust.

The Care Programme Approach (CPA) is the way that support and services are assessed, planned, co-ordinated and reviewed for

someone with mental health problems or a range of related complex needs. It sets out the way that an individual will be supported and cared for. Patients felt that the CPA was often written by professionals 'about them' and didn't 'involve' them. They said the CPA documentation was often impersonal.

The new documentation focuses on the interaction between the service user and the clinician and is much more focussed on the journey to recovery and how the service user can be supported to do this.

*"Every member of the training team has shown such a massive commitment to improving the lives of service users who are engaged with ELFT. The experts by experience have produced some amazing and inspirational stories to ensure that staff understand the impact they have on the lives of others. I'd like to thank the whole team for their dedication."*

- Jane Kelly, Director of Recovery

## Bedfordshire & Luton Employment Service

Dedicated Trust staff have smashed targets set through a national pilot to help mental health service users return to paid jobs.

ELFT partnered with the Centre for Mental Health (CMH) to trial the Individual Placement and Support (IPS) model which provides one-to-one coaching and support for people to find paid work.

IPS was used by the Bedfordshire and Luton Employment Service team and the pilot ran from September 2015 to March 2017.

The team were tasked with attracting a minimum of 120 referrals and achieving 60 paid job outcomes for service users with severe and enduring mental health conditions

in Bedfordshire and Luton.

*"Our team believe passionately in what they do and their drive to help others is reflected in these figures, which are exceptional. There have been some incredible personal journeys back into work including a number of people choosing to become self-employed. We hope even more people will be able access employment support/IPS in the future."*

- Julie Bailie, Employment Service Manager

At the end of the pilot there were 406 new referrals, plus 55 service users transferred from an existing employment service, which equates to almost four times the original target.



There were **114 paid job outcomes** with six job starts planned for April 2017, effectively doubling the original target.





## Austism Awareness Week

A donation of £152 has been donated to Autism Bedfordshire by generous Bedfordshire CAMHS staff.

The money was raised through fundraising activities organised as part of Autism Awareness Week which took place at the end of March. CAMHS staff held cake sales during team meetings and counselling psychologist Jenny Wilson raised £76 by selling glasses of her home-made Jamaican rum punch at a friend's party. Displays were also in place across Bedfordshire and Luton CAMHS waiting rooms during the week to help raise awareness of the condition.

Jenny presented the money raised to Emma Reade, chief executive of Autism Bedfordshire, at the charity's headquarters in Bedford on Thursday, 20 April.

*"The difference that donations like this make is huge," said Emma.*

*"This money will pay for two families to use our Saturday morning clubs, providing them each three hours of hugely important respite."*

Bedfordshire CAMHS also supported World Bipolar Day on March 30 with displays and a presentation from a local businesswoman at a service user group meeting in Bedford.

Service user participation lead for CAMHS Nicki Scott, who helped coordinate activities for both initiatives, said: *"She spoke about her experiences of living with Bipolar and how she has overcome stigma and learned to cope with her diagnosis."*

*"Her openness about her mental illness will hopefully educate the young people that their own battles do not have to mean there are barriers to what they can achieve in life."*

## Clothes Sale Raises £260 for Hackney Migrant Centre



Occupational Therapists (OTs) within the Therapy and Life Skills Service at City and Hackney Centre for Mental Health organised a second hand clothes sale on 9 March 2017. The OTs collected second hand clothes donated from staff within the unit and then set up shop for the day in the reception area where they also sold cakes.

Patients and staff commented on the fun and sociable space was created and giving staff and patients a chance to meet each other

and purchase reasonably priced second hand clothes. Clothes left over from the sale are now stored in the Therapy & Life Skills Service where patients from the unit can come and choose items that they need.

Staff are asked to spread the word and bring patients to the clothes store if they are in need of some new clothing. Men's, women's and children/baby clothes are available. Many thanks to all the staff at City and Hackney Centre for Mental Health who donated clothes.

## Tower Hamlets Dementia Development Programme



IN Tower Hamlets, staff from local care homes and sheltered accommodation came together to celebrate completing the Tower Hamlets Dementia Development Programme delivered by ELFT Occupational Therapist Jennie Gulrajani. Staff presented on how the project had impacted their work with many describing significant shifts in staff confidence and skills when working with people with dementia. Staff spoke passionately about how the training had helped them to improve the care that they deliver. *"Hearing all the staff talk about the impact of the training programme on their work and how valued they found this was a great thing. The staff across all the care settings have worked hard to; attend training, provide person centred care and complete falls assessment for residents. I am grateful to be able to work with such dedicated staff and congratulate them all on their achievements."*

## CAMHS Help Markus Overcome Dog Phobia



A grateful schoolboy has written a personal account of how Bedfordshire CAMHS has helped him make huge strides in overcoming his phobia of dogs.

Markus, from Bedfordshire, was supported over two months by Dr Savina Wachter who arranged visits at Thrift End Farm Canine and Pet Centre.

*"Despite having a severe phobia of dogs, Markus has shown tremendous courage and strength in overcoming his fears," said Dr Wachter.*

*"Through structured sessions at the canine centre he has been able to stroke a number of dogs, given different dogs including a Great Dane treats and has even been able to walk a dog on the lead on his own. Well done Markus!"*

Markus described how he was so scared of dogs at the start of the treatment he was scared to leave the car after arriving at the pet centre.

*"I am now a LOT less nervous being around dogs," he said.*

*"There is no instant fix for things that make you really afraid but the counselling from CAMHS has helped me so much and I am looking forward to improving further. Maybe CAMHS can help you too?"*

His full account is available to read on the news section of the Trust website, [www.elft.nhs.uk](http://www.elft.nhs.uk)

## Celebrating World Social Work Day



THE Trust partnered with Luton Council and the University of Bedfordshire to hold an event for World Social Work Day on 22 March 2017.

Students got the opportunity to meet colleagues from the Trust and present research they had conducted into examples of best practice across the world, including tackling child marriage in Nepal and integrating child soldiers from Democratic Republic of Congo into

normal life. Gail Dearing, Associate Director for Social Care in Luton and Bedfordshire, said: *"This year World Social Work Day highlighted key themes of sustainability and the realities of working to support people in times of austerity and instability. These are global issues that impact on social workers, students and their clients. That is why we wanted to mark the significance of the day by highlighting what social workers do in practice."*



# Celebrating Mental Health Awareness Week

IN May staff across the Trust celebrated mental health awareness week with their colleagues, patients and members of the public. This year's theme - *Surviving or thriving* - explored how people can cultivate good mental health and the strategies they can use to thrive during difficult times.

A range of activities took place during the week. In Bedfordshire, The Day Resource Centre held an open day for local people to find out about local services and meet staff. Attendees had physical health checks and tried their hand at Bollywood dancing and enjoyed a performance from local rockers The Barford All Stars. The Trust was joined by local partners including Bedfordshire Police, Mind and Bedford Libraries.

In Newham, service users had the opportunity to join a swimming session at the Aquatics Centre, Olympic Park with a view to completing a 12 week swimming programme at the with a designated swimming instructor. Service users can still join, for more information contact [Marica.Wainner@elft.nhs.uk](mailto:Marica.Wainner@elft.nhs.uk).

The Luton mental health and wellbeing service ran a programme of events including coffee mornings, walk and talk and information stand at the Luton Shopping Centre. Whilst carers lead, Catherine Aganoglu discussed mental health stigma on Diverse FM.



## CAMHS Join the Mela



STAFF from the Tower Hamlets Child and Adolescent Mental Health Service (CAMHS) attended the Boishakhi Mela in Bethnal Green. The Mela is an annual community celebration of South Asian music, dance, food and arts and crafts. The CAMHS team joined festivities, speaking to local residents about mental wellbeing and the services available to local people.



## A Day in the Life of... Sarah Roche Mental Health Nurse



in the Bedfordshire Mental Health Street Triage Team HI, my name's Sarah. I've been a mental health nurse for 16 years. Currently I'm very proud to be one of the two nurses on Mental Health Street Triage team in Bedfordshire. It is the most rewarding job that I've ever done!

**What time does your day start?** As well as nursing, I'm also a foster carer for children under 18 in Bedfordshire. I currently have two children at opposite ends of the spectrum – a nearly 16 year old sitting exams and a 3 month old baby who's been with us since 3 days old!! Life is pretty hectic. Luckily for me the baby sleeps very well.

I tend to get up late as my (very patient and tolerant) husband takes the teenager off to school around 8am so I have some time spent with the baby – that I cherish. After that I try to get in some type of exercise – either a run or use my home gym.

**What is the first thing you do on arrival at work?** I'm based in Bedfordshire Police Headquarters. I have an admin hour from 2-3pm where I read through my emails. I check updates on patients seen on my last shift to ensure all referrals have been made/picked up. Working unsocial hours, I can't refer directly to most services so I rely quite heavily on our wonderful admin staff to decipher my 2am ramblings!

Usually at 3pm, the phone and radio's start going with referrals or requests for information. These come from both ambulance and police via 111, 101 and 999. There is no "usual" type of scenario and can be anything from someone self harming themselves or having thoughts of self harm who have contacted the services, to callers concerned about a neighbour.

**What is it like for families and carers when someone is in crisis?** We enter people's lives when they are at their lowest, their most unwell and their most vulnerable. We help far more than the person in question – most of the time there are a number of extremely worried and concerned family and friends. The feedback that the team and service has received from individuals and their families has exceeded all of our expectations.

**What do you bring to the triage team that is different from the other members of the team?** Experience of mental health issues, knowledge of the Mental Health Act Assessments and flexibility! As a member of a paramedic team, we can be called to urgent 'Red 1' calls if we are the nearest unit. So I am hands-on doing anything from giving CPR to being a drip stand for them! We have everything in the boot from a police shield, to defib, lots of hi-vis coats to traffic cones!!

**Do you finish work on time?** After work I go straight home. Sometimes I go straight to bed, others I stare at the TV screen until I'm tired. Bed is around 3am.

**What attracted you to this innovative team?** Mental health services has been needing a service like this for such a long time! For people to access secondary mental health services on a blue light response is amazing. Being able to spend every shift working with a number of emergency service workers is exciting and fantastic. Why wouldn't I want to work here?

This article is summarised. You can read the full article in the Blog section on the Trust website: [www.elft.nhs.uk](http://www.elft.nhs.uk)

## Adult and Older People's Mental Health Services Now One



Marie Gabriel, Dr Navina Evans and Mohit Venkataram visited staff on Columbia Ward, Mile End Hospital, on their first day in the Tower Hamlets Directorate

FROM 1 April 2017, adult and older people's mental health services in East London have been managed together by the Service Director for each borough.

- In City and Hackney, this is Dean Henderson.
- In Tower Hamlets, this is Edwin Ndlovu.
- In Newham, this is Gill Williams.

All the services will continue as before and there will still be a single point of referral. Services operate from the same buildings with the same phone numbers, the same clinical team and the same referral pathways.

## International Nurses Day



ON 12 May, people across the world celebrated the important contribution of nurses for International Nurses' Day. Nurses at ELFT play a vital role in our organisation, continuously providing care and compassion every day. Nursing staff celebrated the day with their colleagues, we'd like to take the opportunity to say a big thank you to all our nurses.





VOLUNTEERING across the Trust continues to grow in popularity with staff teams but especially potential volunteers.

Our volunteers come from a range of backgrounds, such as students, retirees, people who have used our services.

Volunteers have been placed across various departments including in-patient units (usually assisting Occupational Therapists with activities), community settings (usually assisting in a befriending type role for those who may need some support regarding social isolation and building confidence and self-esteem); this has proved invaluable in departments such as Perinatal Services.

We also have a number of teams who have taken advantage of 'Meet and Greet' volunteers – perhaps on busy outpatient days to ensure that service users are given information, undertake surveys as required and have someone to talk to while they are waiting, especially if they are new to using our services.

Since Luton and Bedfordshire joined the Trust, we are now supporting teams who are taking advantage of volunteer assistance in various roles from alcohol and substance abuse, community café and art and craft groups. We are working with volunteer networks in the area to promote our volunteer opportunities.

Volunteers gain from experience and an invaluable training programme (3 days compulsory training for all) which helps build their knowledge, breaks down stigma and discrimination around mental health and chronic illness, and provides the volunteers with confidence to undertake their volunteering tasks.

A number of our volunteers have obtained employment within our and other Trusts in various roles or within private sector care organisations and so it proves that volunteering can aid the pathway to employment which is not always easy these days.

If you wish to find out more about becoming a volunteer please contact Ann Lacey, Trust Volunteer Coordinator on 020 7655 4169 or via email: [ann.lacey@elft.nhs.uk](mailto:ann.lacey@elft.nhs.uk)

## Puppetry and Raising Awareness of Sexual Exploitation



TOWER Hamlets Together marked National Child Exploitation Awareness Day with a creative arts based workshop encouraging young people to spot the signs of abuse and speak out against it.

The session was run by Drama Therapists from East London NHS Foundation Trust (ELFT) in partnership with Tower Hamlets Council and the Police. It's focus was to challenge young people's perception of what constitutes child abuse and the different forms it may take.

The workshop, called **HerLink**, which is funded by Tower Hamlets Together, involves a combination of peer education, puppetry, theatre and drama therapy. The puppet show introduces the participants to the story of a young girl and her relationship with her new boyfriend. The workshop helps young people to discover the language of emotions, thoughts and feelings that may be new or challenging.

Stephen Sandford, Strategic Lead and Professional Head of Arts Therapies at ELFT said, *"The show explores issues of consent, personal safety and choices in personal relationships. It aims to instil a sense of self respect, maturity and freedom to help young people respond to the pressures that many experience. We hope this approach will raise their awareness in identifying exploitation and telling somebody about it. It is only by close working between health organisations, the council and the police in the borough that we will be able to truly challenge exploitation and stop it."*

The workshop is free and will be delivered to young people aged 13-19 years across the borough.

To find out more about these workshops and how it could help support the needs of young people, please email [Stephen.Sandford@elft.nhs.uk](mailto:Stephen.Sandford@elft.nhs.uk) or [Geraldine.Bone@towerhamlets.gov.uk](mailto:Geraldine.Bone@towerhamlets.gov.uk)

### Break the Stigma Update

Word is spreading about Ben Salmons, ELFT's Break the Stigma campaign lead, who is in demand to speak to groups and organisations about mental health. He is being approached to speak at internal staff Away Days in the Trust as well as external organisations such as DEFRA.

He recently spoke to young people at Luton College: *"I am doing quite a bit more with younger people/schools/colleges with the campaign which is good, but also a real eye opener to how little young people are told about mental health in schools. At a workshop in May at Luton College, an 18 year old said it was the first time anyone had spoken to him about mental health and what mental illness was."*



## Annual Quality Improvement Conferences



THE Trust held two Quality Improvement Conferences on 7 March

(Bedfordshire) and 31 March (London).

These events were attended by over 400 people including staff, service users and delegates from external organisations interested to find out more about ELFT's approach to QI.

Pedro Delgado, Head of Europe and Latin America Regions for the Institute for Healthcare Improvement (IHI), and Chris Ham, Chief Executive for King's Fund, were the keynote speakers who shared their experiences of QI at both events.

Sessions run by service users involved in QI projects were a highlight of the conferences.

This included a spoof play at the London event, written by and acted by service users about approaches to service user involvement. The play got howls of laughter from the audience as the actors gently

mocked crude approaches to service user involvement. The actors clearly relished the opportunity to have a bit of fun with professionals in the room!

Thana Narashiman and Rachael Howison gave a joint presentation about Peer Support Workers and how this role has grown from strength to strength in supporting people in their recovery after a hospital admission.

As time has gone on, feedback from Peer Support Workers has enabled the role to be refined and tweaked to provide the optimum support to service users. Rachael told the audience that the work had really reduced barriers between service users and staff. She said, *"To start with, working with staff felt rather 'them' and 'us.' Now it feels like 'us' and 'us'."*

Chief Executive Dr Navina Evans paid tribute to the effort and commitment of service users in helping the Trust to learn and try to get it right. She said, *"I am astounded at the time people give up to help us. It is amazing, but I am very grateful that they do."*

## Quality Improvement Visibility Wall



OVER the last few months ELFT service users, carers and staff have been working together with a local artist, to create the QI visibility wall at Newham Centre for Mental Health.

The purpose of the wall at Newham is to share the quality improvement work going on locally and encourage further involvement. The finished design includes our version of the Newham Greenway, a popular footpath and cycle route that runs across the area. Depicted are people working together to improve their environment and celebrate achievements along the way.

During the unveiling a service user spoke about how well-known this area is in Newham. It was a memorable place in her recovery; she spoke about taking walks along the Greenway during her time on one of the wards. Marie Gabriel said, *"It was wonderful to participate in the international opening of the Newham QI wall, what was most inspiring about the event was the theme of a journey of hope, both in the co-creation of the wall and in the diverse journeys it depicts."*







Meet Our New  
Chief Operating Officer

**PAUL Calaminus** has joined the Trust as its Chief Operating Officer.

He is responsible for the effective operation of all our clinical directorates, ensuring the safe provision of high quality, patient focused services that meet national performance targets.

Prior to joining the Trust he was Chief Operating Officer at Camden and Islington NHS Foundation Trust. Before that Paul spent 13 years working at South London and Maudsley in a number of roles, including as Service Director.

Trust Talk spoke to Paul as he settled into his new role.

**Why did you join ELFT?** Because of its reputation as a friendly and “can do” organisation. The ELFT services I worked with through my previous roles had been really impressive in terms of their provision of high quality services and the attitude of staff.

**What are the Trust's strengths?** The people who work here. It is a caring, personable Trust and people get things done.

**What is on your to-do list?** I want to build on the Quality Improvement (QI) work that has already taken place and help embed QI within the organisation. Improving how we provide care and continuing to foster a culture of innovation will make a real difference to our work individually and collectively.

The integration of community health services, particularly in Tower Hamlets, is important and we also have to consider how we operate in the world of Sustainability and Transformation Plans (STPs) as the NHS landscape continues to change.

**Why do you work in the NHS?** To make a difference. The things we do are worth doing. I am proud of the NHS and I am proud to work alongside committed and caring people who bring a fantastic range of qualities to the Trust.

**How do you think our work will change?** I think we will become more recovery orientated and will be thinking more about prevention. I also think that technology will be used more and more in the work we do.

**What are the opportunities for the Trust?** There could be some exciting new opportunities to use our experience and skills in providing primary care and through greater partnership working with our peers.

**How would you describe yourself?** I would like to think of myself as approachable and my door is always open. I am also always after a good idea, so don't hesitate to share yours.

**How do you relax away from work?** I love playing rugby and can be found in the front row.

Increasing Membership Representation in Luton and Bedfordshire - 1000 New Members Join ELFT



ELFT has been providing mental health and associated services across Bedfordshire and Luton for two years. The Membership Office has been gradually building up membership representation in these areas and engaging with local people to have their say about ELFT's services.

In April 2017, ELFT held a recruitment campaign encouraging more local people in the Bedfordshire and Luton areas to join as members. Recruiters visited local libraries, leisure centres, shopping centres and other local places promoting ELFT membership. We are pleased to welcome just over 1000 new Bedfordshire and Luton members who joined ELFT during the recruitment campaign. ELFT now has over 2200 members from Bedfordshire and Luton areas. More members mean better representation of local people in these areas, allowing more people to give their views to influence how ELFT shapes its services. ELFT members:

- receive invitations to Trust meetings and events such as local Members' Working Lunch Meetings, Annual Members' Meetings and AGM
- are kept informed about Trust services by receiving TRUSTtalk our regular newsletter and E-TRUSTtalk, a bulletin sent by email
- are invited to take part in annual consultation events to provide views about our services
- can nominate themselves to become a governor to work with our Trust Board and/ or take part in voting for your governor representatives
- can register to receive online discounts at [www.healthservicediscounts.com](http://www.healthservicediscounts.com)

If you have not yet joined as an ELFT member and would like to get involved, you can either go to [www.elft.nhs.uk](http://www.elft.nhs.uk) and complete our online membership application form which can be found in the 'Get Involved' section, or email [membership@elft.nhs.uk](mailto:membership@elft.nhs.uk) or phone 0800 032 7297.



Save the date to attend our AMM & AGM!

Thursday 5 October 2017 is the date for our Annual Members' Meeting (AMM) and Annual General Meeting (AGM) to be held at: Bishopsgate Institute, Bishopsgate, London EC2M 4QH. Last years AMM and AGM was attended by 150 members, staff and stakeholders. We look forward to seeing and meeting more people at this year's meetings where you can join information sessions to learn more about our work and services, meet ELFT governors and Trust Board members, receive presentations about our Annual Report, Financial Accounts and Quality Accounts and much more. Our AMM will be from 2:30pm to 5:00pm followed by food and refreshments and then our AGM will start at 6:00pm.



**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](mailto:membership@elft.nhs.uk) 0800 032 7297 You can also join online by going to the 'Get Involved' section at [www.elft.nhs.uk](http://www.elft.nhs.uk)

Local Members' Working Lunch Meetings

Join us at your local Members' Working Lunch Meeting(s) in London, Luton or Bedfordshire to learn more about ELFT's services, hear from your governor' representatives and give your views. Lunch is provided at these meetings. There are now two additional Bedfordshire Members' Working Lunch Meeting dates. All are welcome! See details below for all meetings planned for 2017. Booking a place to attend these meetings is essential. Contact the Membership Office (contact details above) to book your place to attend any of these meetings.



**LONDON**

1pm - 3pm on:  
**Wednesday 26 July**  
&  
**Wednesday 25 October**  
at: Main Hall  
Brady Arts & Community Centre  
192-196 Hanbury Street  
London E1 5HU



**LUTON**

1pm - 3pm on  
**Thursday 28 September**  
at: Conference Room  
Charter House, Alma St  
Luton LU1 2PJ

**BEDFORDSHIRE**

1pm - 3pm on:  
**Tuesday 11 July**  
&  
**Thursday 14 September**  
at: Rufus Centre  
Steppingley Road  
Flitwick Beds  
MK45 1AH

1pm - 3pm on  
**Tuesday 21 November**  
at: King's House  
245 Amphill Road  
Bedford  
MK42 9AZ





# WELLBEING GAMES

Bringing People Together Through Sport



**11am - 4pm Thursday 27 July**

Copper Box Arena, Queen Elizabeth Olympic Park

THE Trust will be holding its annual Wellbeing Games for staff and service users on **Thursday 27 July from 11am - 4pm at the Copper Box Arena, Queen Elizabeth Olympic Park, E20 3HB.**

The event will bring together mental and community health service users and their carers from the three boroughs surrounding the Olympic Park: Tower Hamlets, Hackney and Newham. There will be a combination of team events to individual activities. Attendees will have the opportunity to try out competitive sports, exercise classes, supported gym programmes, swimming and health walks. This is a great opportunity to support service users to improve their physical health. Taster sessions will include Yoga, Boxing and Zumba, as well as a 5-a-side football tournament, badminton, chair based exercise and more. For more information contact Marica Wainner on **020 7655 4157.**

## Equality, Diversity & Human Rights Week

Staff waved the rainbow flag to celebrate the International Day Against Homophobia, Transphobia and Biphobia. The event coincided with Equality and Human Rights which was celebrated across the Trust, with staff enjoying a range of activities including a National Dress Day and an open forum with a panel of experts discussing mental health and stigma.

Equalities Week was an great opportunity to celebrate the importance of our diversity in our workforce, service users and carers, and the community we serve. It is also a chance to promote the importance of equality and human rights within our workplace.



## FINAL WORD from the Chair

I'd like to begin by sending a warm welcome to our 300 new colleagues who joined us from Tower Hamlets in April. This partnership will see us work more closely with GPs and Barts Health to provide residents with a more joined up approach to community health. This is a real and unique opportunity to transform and improve services for local people. I am truly looking forward to working together to deliver on our joint ambition to be the best provider of community health services in the country. I had the opportunity to meet some of our new colleagues on their first day and was impressed with their dedication and forward thinking. We are planning a number of staff engagement events and I am keen to meet as many of our new staff and service users as I can over the coming months. As with all my visits please do come up and say hello, let me know how things are going and how we can better support you. We have much to learn from each other and our service users.

Three years ago myself and Mary Elford, our Vice Chair opened our first ever Quality Improvement (QI) Conference. Three years on and I continue to be blown away by the positive impact QI is having on patient care and the collaborative role of those with lived experience and their carers in projects. We've won a number of awards and gained national and international recognition for our work. I am thrilled at how many staff, patients and Governors have embraced the Quality Improvement Programme.

I was pleased to see the results of the Staff Survey, we had the highest staff engagement score for combined Mental Health and Community Trusts. I am proud that when compared to similar Trusts,

we had the best scores for staff recommending ELFT as a place to work, to receive treatment and staff satisfaction with the quality of work and care they are able to deliver. This really encouraging, we also scored highest in the area of staff and management engagement, with staff reporting good communication between senior management and staff, recognition and value of staff by managers and the organisation. There are areas where we are not doing so well and we will be working with staff to focus on career progression, levels of violence and aggression and discrimination. This will be a through a focus on communication, valuing staff, fair treatment and team working. My thanks to all staff who completed their staff survey and who make these achievements possible.

Summer is upon us and there is lots of activity going on in the Trust. The annual Wellbeing Games are a great opportunity to try your hand at different sports in a world class Olympic facility, from Tennis, to Athletics, Football and Zumba there is great variety. The event will take place on Thursday 27 July from 11am - 4pm at the Copper Box Arena and is open to service users and staffs so don't forget to make a note in your diary, or contact Marica.Wainner@elft.nhs.uk for more information. There are a number of summer fairs and carnivals taking place across East London, Luton and Bedfordshire and it's great to see staff promoting their services. Don't forget to invite me if you would like me to attend.

Two of my big events of the year are the People Participation Awards and Staff Awards so please get your nominations in. Finally, Autumn is quite some time away but please do make a note in your diary for the Annual Members Meeting which will take place on Thursday 5 October 2:30pm-5pm at the Bishopsgate Institute, followed by the Annual General Meeting at 6pm. Enjoy your summer.

**Marie Gabriel**