

Summer 2018

# TRUSTtalk

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



*We care    We respect    We are inclusive*



**East London**  
NHS Foundation Trust



# Chief Executive FOREWORD



Dr Navina Evans

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I have so much to report since the last issue of Trusttalk that I don't know where to begin.

I'll start with the news that our esteemed Chair, Marie Gabriel, was awarded a CBE in the Queen's Birthday Honours list in recognition of her services to the NHS and dedication to promoting equality. There was a monster show of support on social media on the weekend after this was announced. The Trust's Twitter account received one of its highest number of hits. At ELFT, we have always known that Marie is an extraordinary leader who fully deserves this recognition. But now the rest of the world (and the Queen) knows too. (See page 4)

Our other outstanding news is that the Trust has been rated 'Outstanding' in our recent CQC review. This time around, the CQC assessors focused on selected services, which were Forensic Services and Learning Disability services. This rating is excellent news for these specialities and I am pleased their hard work has been recognised. Our 'Outstanding' rating is welcomed and tells me that we are on the right course. But while we strive to provide the best care and support that we can, we do not always get it right so continuous reflection and improvement is a key activity for all of us at ELFT.

On 1 April 2018, we welcomed 500 new Bedfordshire Community Health Services colleagues who have joined ELFT. Although 1 April was Easter Sunday, Steven Course, our Chief Finance Officer and also the Deputy Chief Executive for Bedfordshire and Luton, visited a small number of services who were open over Easter - to say hello and drop off a few Easter eggs. Marie Gabriel, Vice Chair Mary Elford, myself and a range of directors and key staff visited all sites during the first week of April so that all the new services received a personal welcome from us in the first week.

Our Quality Improvement Conference took place in April and we used this gathering to launch the Trust's new strategy which sets out our goals and objectives over the coming years. As part of the launch, I did my first ever Live Tweet Chat which was great fun and generated interesting discussion and comments. I'd be up for doing that again! You can read more about the aims of our strategy on page 16. Over 400 people attended the QI conference in London, and in May, another 120 staff, service users, carers and external partners came together to share and celebrate QI learning and achievement in Bedfordshire and Luton. (See page 13)

Dr Navina Evans

## National Award for Tower Hamlets Team



**INNOVATIVE**  
Trust staff have received a national award for their work supporting isolated individuals who care for people with mental health conditions.

The Tower Hamlets Carers Hub team received a Commitment to Carers award at the 2018 RCNi (Royal College of Nursing Institute) Nurse Awards.

The Carers Hub was launched in April 2017 by Carer Liaison Nasima Begum and Senior Nurse Practitioner Hannah Bjorkstrand with support from co-facilitator and peer support worker Naz Islam.

The hub meets at the Community Recovery and Rehabilitation Team

base in Old Montague Street and is for the isolated carers of people using Tower Hamlets Primary Care Mental Health Service.

*"The hub has been built on one fundamental principle: to make a significant difference however big or small that improves and touches the lives of carers positively when accessing mental health services,"* said Nasima.

*"We are proud to accept the award on behalf of the real heroes – the carers themselves."*

The safe, supportive space of the hub allows carers to connect with others, focus on their own wellbeing and get practical and emotional support.

Carers are signposted to groups and initiatives and the hub offers wellbeing activities such as yoga and physical health checks and the multicultural community is celebrated at Eid and Christmas parties. Carers give support and advice to each other.

The hub meets on a Wednesday every fortnight but the schedule can be flexible according to carers needs.

More than 500 guests gathered for the awards on Wednesday 4 July at the Westminster Park Plaza.

# Meet Your Local Freedom To Speak Up Ambassadors



OUR ambassadors are passionate about creating a culture of openness and honesty in their local areas. Their role will have a direct impact on continuously improving safety and quality for our service users, carers and families, as well as enhancing the experience of our staff. If staff need to raise a concern please contact your local ambassador.



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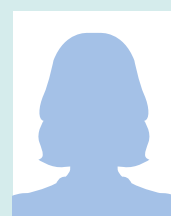
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## Trust Retains 'Outstanding' CQC rating



They assessed the quality of three core mental health services:

- Community mental health services for people with learning disabilities or autism
- Wards for people with learning disabilities or autism
- Forensic inpatient/secure wards

Inspectors also looked specifically at management and leadership to answer the key question: Is the trust well led?

The Trust's overall rating remains Outstanding. The CQC has also rated the trust as Outstanding for being caring, responsive to people's needs and well-led and as Good for being safe and effective.

*"Together we are striving to build a culture of continuous improvement with ELFT. Recognition from the CQC is pleasing for us all but remains part of that improvement process and not an end. The challenge for every member of staff within the Trust, myself included, is to continue to strive to provide the best care we can day in and day out. An outstanding rating shows the hard work already taking place and that has to continue. We don't always get things right and should always ask ourselves 'what can we do better?'"*

- Dr Navina Evans, Chief Executive of ELFT

THE Trust is delighted to confirm it has retained its 'Outstanding' rating from the Care Quality Commission (CQC). Chief Executive Dr Navina Evans has welcomed the news as part of the Trust's ongoing work to build a culture of continuous improvement. The rating has been confirmed after CQC inspectors visited the Trust in March and April 2018.



## Launch of Expanded Crisis Services in City and Hackney

CITY and Hackney Crisis Services held a launch on Monday 2 July to tell people about their expanded crisis pathway. The crisis service is available 24 hours a day, at weekends, bank holidays and outside office hours.

It includes:

- Crisis Service Home Treatment Team
- Walk-in Crisis Café
- Service User Network
- Mental Health Street Triage Service\*
- Homelessness Hub\*

\*In partnership with the Police in the City of London.

Service users who have used the crisis services spoke at the event and explained how particular aspects of the service really helped them in the right way.

A police officer from the City of London police spoke about the Triage Service operational in the City. He said that partnership working with ELFT staff was one of the best he had ever experienced.



## More Support for Bedfordshire and Luton Staff

**CHANGES** to strengthen the Trust's governance structure in Bedfordshire and Luton have continued with the introduction of greater support for staff from the Non-Executive Directors.

The Trust has now created a Non-Executive Director role; Vice Chair for Bedfordshire and Luton. The change will see Mary Elford continue as Vice Chair with specific responsibility for Bedfordshire and Luton services.

## CBE for ELFT's Chair, Marie Gabriel



**THE Trust's Chair Marie Gabriel was awarded a CBE in the Queen's Birthday Honours list in June in recognition of her services to the NHS and dedication to promoting equality.**

The Commander of the British Empire (CBE) is an honour awarded to an individual by the Queen for a leading role at a regional level or a prominent role at a national level. The award was especially poignant to Marie in light of recent media coverage about the experiences of people who came to the UK as part of the Windrush, to support public services in England and Wales. She accepted the honour on behalf of her parents and colleagues from the Windrush generation.

She said: "I would like to dedicate this award to all the NHS staff that I have worked with, particularly the Windrush generation, which included my dad who travelled from St Lucia to start a new life in England.

I am immensely proud of my heritage and proud of the contribution the Windrush generation and their descendants have made to a modern, effective and diverse NHS."

She said she had been overwhelmed and humbled by the kind messages she received directly and on social media. She said these had meant as much to her as the CBE itself.

Marie was born at Mile End Hospital and grew up in the East End of London. She took up her first Board level role aged 23 and has worked in senior roles in health, local government and the voluntary sector ever since. She was appointed to the ELFT Board in 2012.

She currently chairs the Workforce Race Equality Standard Strategic Advisory Group, with a unique focus on supporting the NHS to embed equality. Marie is particularly concerned to support others to achieve positions of influence and leadership, especially women and those from BME groups or from less advantaged backgrounds.

Marie continues to have a defining national, and increasingly international role, on how the NHS works with patients, secures equality and improves services. Of significant impact is her NHS equalities work. She has worked nationally and regionally with the Appointments Commission, Trust Development Authority and NHS improvement and with individual Chairs to recruit diverse Non-Executive Directors and support Board leadership.

In her free time Marie is a trustee at West Ham United Foundation, which uses sport to improve education, employment and health outcomes, is Acting Chair of the Foundation for Future London, which is supporting the creation of a world class arts and educational district on the Queen Elizabeth Olympic Park and a Trustee of ELBA, which works with London's businesses community to support social regeneration in East London.

Marie was awarded Freedom of the London Borough of Newham in 2010 and was recognised on the inaugural Health Service Journal (HSJ) 'Inspirational Women' List.

# Tea at Buckingham Palace



CLINICAL Nurse Manager, Tracy Connellan, made a new acquaintance when she attended a Royal Reception at Buckingham Palace. Tracy was nominated by the Trust to attend the special Royal Celebration of Frontline Nurses. 350 nurses were in attendance from the NHS, the private sector and prison health. The event was hosted by HRH The Prince of Wales, Prince Charles, and his wife, Camilla, the Duchess of Cornwall.

Tracy said, *"It was a really nice event and I couldn't quite believe I was there. There were a range of nurses there from a nurse who had been qualified for six months, through to nurses who have spent their whole career in health care and were close to retirement. It was a real mix. I spoke for quite a while to Prince Charles about the work of the Trust. He seemed genuinely interested in what we do here and the challenges many of our service users face."*

Tracy is a Clinical Nurse Manager on Sally Sherman Ward at East Ham Care Centre in Newham. But there are not many places that Tracy hasn't worked over her 17 years in the Trust (Newham, Luton, Tower Hamlets). It's fair to say that Tracy has grown up in ELFT and somehow managed to have three children during this time too!

*"I want to say thank you to ELFT for nominating me to go to this. I will never forget it. When I am an old lady, I will be taking out the photo to show to people!"*

## Comings and Goings

THE Trust will say farewell to the Barnet Speech and Language Therapy Service for Children and Young People which is to transfer to a new provider from September 2018. Work is underway to ensure the transfer goes smoothly so that everything is in place for the start of the Autumn school term.

In April, the Trust said farewell to the Luton Wellbeing Service, the Redbridge Addiction service and the Newham Wheelchair and Seating Service who all moved to new providers. CEO Dr Navina Evans wrote to all these staff to thank them for their contribution to the work of ELFT. A big welcome to Hackney's Integrated Learning Disability Service who joined the Trust on 1 July.

## Involving People With Learning Disabilities in Doctor's Exams



AS part of their training, doctors are tested on their practical skills and knowledge by using actors to simulate different medical and psychological presentations. These practical tests include the ability to assess and treat people with intellectual disability, which are also simulated by actors.

But Tower Hamlets Consultant Psychiatrist, Dr Ian Hall, Associate Dean and Member of the Examinations Subcommittee at the Royal College of Psychiatrists, had other ideas - why not use actors with an intellectual disability who would be able to play those with an intellectual disability more authentically?

Dr Hall designed and piloted an examination station using actors with intellectual disabilities. He needed to make sure the actors were playing the role in the same way to be fair to all the candidates. So the team worked with the service users to discuss the roles working with a theatre group to help them enact the various scenarios.

As well as creating a real-life scenarios for the trainee doctors to get their teeth into, the role players have thoroughly enjoyed the experience with one saying 'This is the best day of my year!'

A feature has been published by the Royal College of Psychiatrists' 'Insight' magazine. Go to their website:

<https://www.rcpsych.ac.uk/>



## Processions Parade marking 100 years of votes for women



25 staff, supporters and friends participated in a wonderful afternoon in the sunshine as part of the 1418NOW Processions mass art work parade to mark 100 years of votes for women.

They carried a banner made by service users from Brick Lane and Roman Wards, who took part in a series of workshops led by artist Claudette Johnston, to create the banner. As you can see from the fabulous pictures, this featured words that were cut and stitched

during the workshops, along with inspirational ideas and images including the figure of Olive Morris, who was a pioneer community leader working with women of African and Asian descent.

Tower Hamlets Modern Matron, Becks Lingard, was struck by the impact the workshops had on the women involved. She said *"Whenever I popped into the workshops, the vibe was very peaceful and empowering. The women involved didn't know each other*

*initially. They became close through having a unifying task and working together. It was time to think, share stories, admire each others handiwork and support each other. The women looked forward to the sessions. So the experience of making the banner as well as what it represented had a lot of meaning to the participants."*

Friends from Pandemonium Drummers and ELFT Beats came along and helped to make a bit of noise to celebrate. The group were absolutely delighted to have their banner placed in the very front section of the parade.

Members of ELFT Women Network and the Network's Lead, Sarah Canning, were present on the day. If you would like to sign up to be a member of the network or would like to be notified of

further events and activities, please get in touch with Sarah via e-mail or phone (020 8510 8146).

Many thanks to all involved in this project – it's not over yet as there will be an exhibition of the banners to follow, so watch this space for more exciting opportunities to see and celebrate the fabulous creativity of our service users and staff.

## NHS 70 - The Path of Mental Health and Community Health Services

THE introduction of a national health system in 1948 impacted on the lives of millions of people. Medical breakthroughs and scientific developments, assisted by better sanitation nutrition and hygiene have transformed health. 70 years ago, the main cause of death was infection. The average age that men died was 65.5 years and for women it was 70.1 years. Nowadays, the leading cause of death is cancer, heart conditions or external causes (such as road traffic accidents) and the average age expectancy is 79.2 years for men and 82.9 for women (Office of National Statistics)

### Mental Health Services

In 1948, mental health care largely consisted of institutional care for long periods or often life in a large asylums. In 1957, the Percy Commission (set up by Winston Churchill's Government) concluded that mentally disordered patients should be treated in the community and not in large psychiatric institutions. The National Service Framework for Mental Health (1999) focused on reducing discrimination, increasing access to mental health services and offering a range of services to prevent or anticipate crisis. In 2008, Improving Access to Psychological Therapies (IAPT) was introduced

nationally for quick access to talking therapies for people with depression and anxiety disorders. In 2011, 'New Horizons' set out a 10 year strategy to improve adult mental health services in England by 2020 with parity of esteem (equal focus and investment) for physical health and mental health services. (NHS Choices)

### Community Health Services

In 1948, community services were the responsibility of local councils. GPs were the focal point of community health care supported by a primary health teams. In 1974, community services transferred to the NHS to improve coordination between hospital care and community care but services were often disjointed. Over the decades, a series of Government policies have tried to strengthen and coordinate services outside of hospitals introducing structural changes and multiple organisational changes. The latest of these, the NHS Five Year Forward Plan (2014) has a greater emphasis on prevention, integration, and putting patients in control of their health. It calls for a shift in investment from acute care to primary and community services, and outlines several 'new care models' - some of which are being piloted in ELFT today. (The Kings Fund)

# 70 YEARS OF THE NHS 1948 - 2018

A quick tour of the sites in Bedfordshire, Luton and East London that have provided mental health and community health services to local people.



## East Ham Memorial Hospital, Newham

Founded in 1902, it was rebuilt in 1929 and at its peak, had 142 beds. It now houses East Ham Care Centre and the Passmore Edwards Building, alongside Shrewsbury Road Health Centre. ©picklink.co.uk

## St Clements Hospital, Tower Hamlets

St Clements Hospital opened in a former workhouse building as the City of London Union Infirmary in 1874. It was part of the (Royal) London Hospital in 1968. It closed in 2005 when mental health services moved to the Mile End Hospital site



St Clements Hospital



St Clements Hospital



Corridor



Trustees of Hackney Hospital

## Hackney Hospital, City and Hackney

Hackney Hospital was established in 1750 on the site of the John Howard Centre. Originally as the Hackney Union Workhouse. It was the general hospital for Hackney with a mental health wing until 1986 when they moved to Homerton University Hospital and the City and Hackney Centre for Mental Health (East Wing)



The Three Counties Asylum was established at Stotfold in 1860. It replaced the Bedford Asylum. It served as a hospital for people with mental illness from Bedfordshire.



Bromham House was built by William Henry Allen in 1897 in seventy acres of partially wooded land in the west of the parish of Bromham, known as Salem Thrift.



Wrest Park, Luton, Bedfordshire. The Library at Wrest Park transformed into Ward IV (DP087544)



Wardown House was opened as a military hospital for wounded troops.



Comfort food for the sick – Bedford Hospital nurses, 1949





ON Thursday 5 July, health and social care organisations across the country came together to mark the 70<sup>th</sup> Anniversary of the NHS in a range of ways. You name it, the NHS did it: Parkruns, TV programmes, national singalongs, chart topping singles (I'll Get by With a Little Help From My Friends), bunting, parties and celebrations.



### 70 Tea With Navina

CEO Dr Navina Evans tracked down staff in the Trust who shared the same birthday as the NHS and invited them to have afternoon tea with her. There are 17 staff who were born on 5 July and six of them were able to come along.

### NHS 70 Parkrun

THE NHS 70 Parkrun took place on Saturday 9 June. This is the first every NHS parkrun and it is to be continued next year.

Over 300 parkruns took part. The sunny weather brought out over 80,000 people to take part. It has been a great NHS initiative to introduce exercise to counter the serious obesity issue facing the country. Newham's John Gan said "Parkrun organise free, weekly, 5km timed runs around park in the UK, on Saturday morning at 9am. They are open to everyone, free, and are safe, easy to take part in. We have "Parkrunners" who run with their children, dogs or some not so fit, who can walk the distance or even half the distance. But there is always a volunteer who will be walking/running at the back of the pack." To join, register on the Parkrun website: [www.parkrun.org.uk](http://www.parkrun.org.uk)



**70**  
YEARS  
OF THE NHS  
1948 - 2018



### Party Time

CEO Navina Evans opted to join the celebrations at Oakley Court in Luton, the mental health inpatient facility for Bedfordshire. Fountains Court, an inpatient facility for Older People, also hosted a day of activities. A collage was also made declaring: 'Happy Birthday' [to the NHS] by service users attending the First Avenue Resource Centre in Newham.

Services based in Mile End Hospital in Tower Hamlets pushed the boat out with a massive NHS 70 Garden Party which was attended by 800 staff, service users, members of the public and ex staff who worked or trained on the site. There was a bicycle smoothie maker, massage angels, vintage medical equipment to view, cake and poetry competitions, a photo gallery of health services through the decades, specialist talks, Bollywood dancers, to name but a few. Bakers excelled themselves and there was only crumbs left at the end of the day. There was a buffet lunch, popcorn, ice-cream and a lot of cake!

And there was laughter all round when the winning raffle ticket was 111 - the NHS non-emergency phone number!

In a speech by Dr Sam Everington, local GP and Chair of the Tower Hamlets Clinical Commissioning Group (CCG), he reminded everyone of the impact the NHS has had upon many. He said he remembered as a junior doctor hearing the story of a Tower Hamlets mother with a sick child knocking on all the neighbour's doors to borrow money to be able to call out the doctor - before the NHS was established.

Which reminds us all to value and cherish this incredible institution which touches everyone from birth through to the end of life, and works to keep them in the optimum of health. Happy 70<sup>th</sup> Birthday.



### Tower Hamlets Duo Represent ELFT at NHS 70 Westminster Event

CARER Liaison Worker Nasima Begum and Senior Nurse Practitioner Hannah Bjorkstrand flew the flag for ELFT at Westminster Abbey's NHS 70 celebration.

All NHS trusts in England and Wales were asked to nominate two staff members to attend a celebratory event at Westminster or Manchester. The event was an opportunity for NHS leads and Government Ministers to come together with staff to celebrate 70 years of the NHS.

Nasima and Hannah had a whirlwind 24 hours. The night before, they were at the Royal College of Nursing Awards where they won the Commitment to Carers award for their project work in Tower Hamlets providing support to isolated carers. (see page 2)



# Q&A interview with Chief Nurse Lorraine Sunduza



THE Trust is delighted to announce the appointment of Lorraine Sunduza as ELFT's Chief Nurse.

Chief Executive Dr Navina Evans said:  
*"I am absolutely delighted to have such a warm, talented and professional individual as our new Chief Nurse. This is another step towards us becoming a Trust built on equality, diversity, progression, promotion of genuine talent and determination to always appoint the best possible candidate for the job."*

**Congratulations on your appointment. How did you feel when you were told the news and how did you celebrate?**

When Navina called me with the news I was ecstatic and emotional. I was overwhelmed when I put the phone down.

I celebrated by going for a Nandos with my 14-year-old daughter.

**What are your first priorities as Chief Nurse?**

I have been fortunate to be working as Interim Chief Nurse and the priority is to continue the work already underway. It is also important to me to really get to know new colleagues from our new services like Bedfordshire Community Health Services (BCHS) and Hackney Integrated Community Learning Disability team and work with everyone in contributing to the new Trust strategy.

**You are one of only a small number of BAME Chief Nurses in the country. How important is it that people from BAME backgrounds are given opportunities to lead within the NHS?**

I think this is one of the reasons why I felt so emotional when I was told I was successful. Within the NHS I am a rarity and yet I do not consider myself as especially unique. I have been given the opportunity to progress and it is so important that others are given the same chance. Equality should be automatic when we think of our staff and our service users.

**How important is equality and diversity to the future of organisations like ELFT?**

It is extremely important and fundamentally being inclusive is one of our values so it's what we stand for. We therefore need to demonstrate it by how we work with staff, service users and the wider population.

**What are your ambitions as Chief Nurse for ELFT?**

I want us to continue striving for the great services not only to our service users but to the wider population of the areas we serve.

**When did you join the Trust and what was your role?**

I joined the Trust in April 2002 and my first role was as a charge nurse on the Moorgate Ward at the John Howard Centre.

**What other positions have you held with the Trust?**

The majority of my work was in forensic services. Prior to the Trust I was a staff nurse in adult inpatient services in West London. Within ELFT I have been a charge nurse, ward manager, matron, lead nurse, head of nursing and director of nursing.

Most of my career is in ELFT.

**Which colleagues have helped you on your journey to this role?**

There have been so many wonderful people who have supported me and they are in context to what was going on at the time and who I was working with. Their support, experience and dedication in supporting staff and service users has been a source of constant inspiration.

**What values do you hope to demonstrate as Chief Nurse?**

I hope to demonstrate the Trust's values by doing my utmost to show care, respect and inclusivity at all times. Being respectful and promoting honesty and transparency are also extremely important. Our staff do an amazing job and sometime their jobs can be challenging. Open discussions about the challenges we face are vital to creating a healthy and supportive working environment.

**What has the Trust shown to you personally about values?**

My older sister was diagnosed with cancer and sadly passed away at the age of 33.

The support from colleagues from all levels was unbelievable. I got through that devastating time partly because of people from work. That support, a very real and personal demonstration of 'we care', really connected me to people in the Trust.

That experience also made me stop and think about how I support people. I want to be that person for others.

**How do you maintain your own wellbeing and work-life balance?**

My daughter helps with this. I always make sure I have the chance to spend time with her and book my leave so we can be together during at least part of her school holidays. I think there is also something about making sure I am not an island. I work really closely with colleagues. My advice is to use the people around you to think about work, look at the issues and talk them through. I also save some time for just me and do love reading books and I have been known to also watch reality tv shows.

**Tell us one thing that people might not know about Lorraine Sunduza.**

I am quite expert at afro hairstyling. I can braid and plait really well. I could probably do it professionally! I got into it by practicing on a friend when I was younger and got better and better. It also helped having 4 sisters and a mum to experiment on. The first time I braided my friend's hair we were 14 and it took about five days! I can now do a full head in less than five hours. I also saved myself hundreds of pounds when I was a student by learning how to braid my own hair.

## Save the Date - ELFT Research Day

Wednesday 3 October 2018 2:00pm - 5:00pm

The Robin Brooks Centre, St Bartholomew's Hospital, London EC1A 7BE

No need to book. Just come along for a whirlwind tour of research studies underway in the Trust.



# Rapturous Response to ELFT Bus at Pride Parade



OVER 100 staff and service users from the Trust took London by storm at the Pride parade on Saturday 7 July. Whilst many had attended Pride in previous years, it was the first time that ELFT had arranged an open-top bus to take part in the procession.

Organisers estimated that a crowd of 1 million people came into Central London watch the parade, with 30,000 people involved in the parade showing their solidarity with Lesbian, Gay, Bi and Trans people.

The Trust's LGBT+ Staff Network worked on the planning for months. Workshops were held for service users and staff to design banners and t-shirts, the bus was sourced and music was chosen. CEO Dr Navina Evans took part alongside ELFT's Chief Medical Officer, Dr Paul Gilluley, who is the sponsor of the LGBT+ Staff Network.

Pride took place just two days after the NHS 70 celebrations. The warmth and affection the crowd had for the NHS was apparent in

the rapturous response to the bus when they saw the NHS branding on it. The highlight was the stretch of road from Piccadilly Circus to Trafalgar Square, where the crowds were 3-4 people deep.

Andrew Horobin, lead for the Staff LGBT+ Network said, "We were overwhelmed by the response from the crowd who chanted 'NHS! NHS! NHS!' There were even a few renditions

of 'Happy Birthday!' It was a fantastic team effort from start to finish. Everyone mucked in putting the finishing touches to the bus (balloons, bunting, glitter) and ensuring everyone had glittery painted faces. I felt so proud of the ELFT participants. It was a real show of inclusivity and unity and an unforgettable experience."



Photographer: Dr Chloe Beale



## Learning Disabilities Team in Inspiring Careers Film for Young People

BEDFORDSHIRE and Luton Arts Therapies Lead, Nicki Power features in a moving and inspiring film which aims to raise awareness of careers in therapies and health care.

The film was produced by Health Education England and The Wow Show, a YouTube magazine programme aimed at young people with the local co-ordination of filming by Nicki and the team at Twinwoods in Bedfordshire.

In the film, Nicki talks about her work with people with learning disabilities, what influenced her to seek a career in therapies and how they can benefit vulnerable people who have difficulty with communication.

The film went live online on 2 May and went out to 40,000 schools.

## Service User Prosecuted for Assault on Trust Doctor

IN December 2017, a Newham Consultant Psychiatrist was assaulted by a service user. The doctor received an injury to her hand and a laptop was damaged during the incident. The police were called and the decision was taken to prosecute the service user as his behaviour was thought to be impulsive and in his control.

The service user pleaded guilty to reckless common assault and criminal damage. He was given a two year conditional discharge. This means if he is charged with any other offence, these offences can be re-heard and he could possibly receive a custodial sentence.

Richard Harwin, the Trust's Health, Safety, Security and Emergency Planning Manager. *"This was a positive outcome and sends out a strong message to patients that any form of assault will not be tolerated."*

## Fab Fern Wins National Award



A prestigious national award has been presented to a talented student nurse for her work in supporting mental health service users.

Fern Glenister was named as winner of the Student Innovation in Practice Award at the 2018 Student Nursing Times Awards.

The 25-year-old is in her third year of a Mental Health Nursing degree with the University of Bedfordshire. She was nominated for the award for her work while on

placement at the Trust.

Working alongside CAMHS staff while on placement in a CMHT, she put forward a proposal to give young service users a smooth transition into adult services by providing them with a dedicated transition support worker.

With the help of colleagues, Fern also ran a support group for young service users called Striving Forward, aimed at helping them with their recovery.

*"I was lost for words when my name was read out as a winner at the awards ceremony,"* said Fern.

*"It was all a bit surreal!"*

*"I didn't come into nursing to win awards, but to be recognised for my work and my passion for excellent patient care is incredible."*

She added: *"My message to other students would be absolutely come to ELFT. The Trust actively encourages ideas and the support from colleagues in putting them into practice is amazing."*

Fern is now on her final placement with the ELFT's CAMHS team in Bedford and hopes to join the Trust as a permanent member of staff when she graduates later this year.

## Welcome to the ELFT Family



ON 1 April 2018, we welcomed five hundred new colleagues from Bedfordshire Community Health Services into the ELFT family. Although 1 April was Easter Sunday, Deputy Chief Executive, Steven Course, visited services that were open over Easter to say hello and hand out Easter eggs. Steven visited the Archer Unit in Bedford Health Village, he said *"It was an absolute pleasure to meet our new colleagues, today marks an exciting chapter for the Trust"*



# Bridging the Bedford Gap



THIS Quality Improvement project is led by service users aims at sharing information about the Recovery College in Bedfordshire and Luton. In this story, team members describe how they overcame challenges and are now celebrating achievements.

The Bridging the Bedford Gap project aims to raise awareness of the Bedfordshire (and Luton) Recovery College (RC), and improving access to it. It aims to encourage diversity, promoting People Participation and learning about Quality Improvement. The team is also committed to being together and having fun, and to looking after each other.

The team consists of a Recovery College manager, ward managers, people participation lead and three service users: Felicity Stocker (Project Lead), Satwinder Kaur (Tea Party Poetry Workshop Facilitator) and James Patrick. The whole project is very much service user led.

The project started by inviting a number of service users and carers to an initial meeting in the Summer of 2017, where we introduced the QI concept and asked all those that attended what we should focus on. We did a brainstorming session in which everyone put ideas forward. Those ideas were then scored according to our priorities.

The idea that got the highest rating was the Recovery College (RC). We all felt strongly that patients who are on the wards, which are located in Luton, can feel they are far away. The project then would work on ways to link them back to the Bedford community and the fantastic RC.



Satwinder Kaur, James Patrick, Kamila Naseova and Felicity Stocker

We decided to start on Oakley Court, which is formed of two wards: Ash and Willow. They both offer care for male patients from Bedford Borough and Central Bedfordshire, and are based in Luton. We had a fantastic response from the staff who gave great encouragement to the patients who wanted to take part in the initial project.

Before delivering workshops we gathered initial data for four weeks to gauge the knowledge of Recovery College by patients and staff. Then we started testing the first idea: a Tea Party Poetry Workshop led by Satwinder Kaur. We plan to offer other sessions on People Participation, Recovery College Brochure walkthrough or work on discharge packs.

Since the beginning of the project we have faced several challenges, such as getting

initial approval and communication between team members. Travel to Oakley Court from Bedford takes time both by car and public transport. Also, patients are admitted and discharged, so continuity is not as good as we would like.

On the other hand, we have certainly seen some achievements. We have had excellent feedback from ward patients following the Tea Party Poetry sessions, and also buy-in from ward staff. Satwinder Kaur, the facilitator said: *"It has been a long journey from losing my identity to mental illness to finding my voice through my passion of Tea Party Poetry. Service users look forward to future sessions"*.

In the light of all this, we can now say that being familiarised with the ELFT QI methodology has enabled us to learn about how to communicate within the team and with the outside world, to meet new people and to overcome anxiety.

*This project was presented at the Bedfordshire and Luton annual celebration, in May 2018. A total of 120 staff, service users, carers and external partners took part in the event. Other presentations included an overview of QI in the Directorates, plans for the coming year, Inpatient Innovations and reducing waiting times for first appointments in psychology services.*





## Could you be a Trust Governor?



GOVERNORS are elected from and by the membership. Their role is to make sure the voices of our members, service users, carers and local people are heard. The Council of Governors (COG) has real clout and is involved in the decision-making of the Trust.

For an insight into the Council's work, please check the papers of previous Council of Governors' meetings on our website at [www.elft.nhs.uk](http://www.elft.nhs.uk). You can also join us as a guest at Council of Governors' Meetings, contact the Membership Office if you would like to attend.

We will be holding Governor Elections and have already written to eligible members and staff inviting them to stand. Members and staff interested in standing would need to have an interest in working positively with ELFT to help us to provide better services for local people. Governors are required to meet six times a year. The role is voluntary; however Governors receive expenses and training.

Currently the following seats on our COG will be up for election:

Constituencies	Number vacant seats
Newham	3
Tower Hamlets	2
Rest of England	1
Hackney	2
Luton	1
Bedford	1
Central Bedfordshire	1
Staff	2

To be eligible to stand, you must be a member of ELFT, be aged 16 or over and live in one of the constituencies holding vacant seats, or work for the Trust to stand as a Staff Governor

If you're interested, please don't hesitate to contact Membership for further information or a chat about the role. Likewise, if you know someone who would make a great Governor, please share this information with them.

We are planning briefing sessions for potential candidates in London as well as Luton and Bedfordshire. Please email: [elft.membership@nhs.net](mailto:elft.membership@nhs.net) or phone 0800 032 7297 if you would like to receive an invitation to one of these. You can find a list of current Governors on the ELFT website – please feel free to contact any of them via the Membership Office.

### Save the Date

Join us at our Annual Members' Meeting (AMM)  
Wednesday 26 September 2018  
3.30pm-7.00pm

Hamilton House, Mabledon Place  
London WC1H 9BD

These meetings are open for all to attend to hear about ELFT's progress and achievements over the last year and receive information about what ELFT has been focussing on as well as our Annual Report, Financial Accounts and Quality Accounts. Further details will be available soon.



## Book your place at one of our Members Working Lunch Meetings

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. A light lunch and refreshments are provided during the meetings.

To book your place to attend these meetings, email:

[elft.membership@nhs.net](mailto:elft.membership@nhs.net)  
or phone 0800 032 7297

### Bedfordshire Meeting

Tuesday 4 September 2018

1pm – 3pm

Room Singh S1, Kings House,  
245 Amptill Road, Bedford  
MK42 9AZ

Tuesday 13 November 2018

1pm – 3pm

Davis Suite, Rufus Centre, Steppingley  
Road, Flitwick, Beds  
MK45 1AH

### Luton Meetings

1pm – 3pm

Thursday 27 September 2018  
Conference Room, Charter House,  
Alma Street, Luton

### London Meeting

Thursday 25 October 2018

1pm - 3pm

Professional Development Centre  
Main Hall, 229 Bethnal Green Road  
E2 6AB

## 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 'Membership' section at [www.elft.nhs.uk](http://www.elft.nhs.uk)

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## Joseph Croft on Being a Staff Governor



JOSEPH Croft, a member of staff based in Newham, has been an ELFT Staff Governor for the last eighteen months, working for the Trust in various roles and settings over the last nine years. He is one of 39 Governors (nine of whom are Staff Governors) sitting on the Council of

Governors - an essential part of the governance structure of Foundation Trusts. They serve to bring accountability, in part by approving the appointment of Non-Executive Directors (and the Chair), and by holding them to account for the performance of the Trust. More importantly, they represent the voice of people within the organisation - from staff members, to service users, and the general population of the communities served by ELFT. Here he tells us about the role of a Governor, and the opportunities to get more involved within the Trust.

I became a Staff Governor at the start of 2017, following a short application and election process. I applied because I saw it as a brilliant way to hear what was happening across the Trust, and indeed since then I've been getting involved in many things at ELFT. I've been able to learn about (and have a deeper understanding of) the range of services we offer, feed into a wide range of discussions at various levels, and discover ways to better represent the needs and concerns of the staff and patient groups we work with.

There are also frequent chances to utilise knowledge you already have, by joining one of the Committee Groups. Using your own specific skills or areas of interest, such as in the Communication & Engagement Committee that I am a part of, you can see the direct effect of decisions made, and the positive changes put in place. However, while Governors work hard to stay in touch with their specific 'constituencies' there can sometimes be stumbling blocks. As a result we recently met as Staff Governors to plan ways we can be more effective going forward, and to expand upon the scope of our role, in order to have a greater impact.

It's an exciting time to become more active and to broaden your knowledge of the Trust and, indeed, the wider NHS. It's allowed me to expand on my own understanding, develop as a clinician, and even opened the door for other opportunities within the community. We would love to have you on-board and help shape the future of the role even further. Elections will shortly be held for two staff Governor seats as well as public seats and I would strongly encourage anyone with a desire to get more involved to submit their nomination and apply!



## FINAL WORD from the Chair

THIS will be a summer to remember as we mark 70 years of the NHS, Windrush 70 and a 100 years since women got the right to vote. There is a lot of buzz around the Trust and it has been great to see staff celebrate these milestones and reflect on the strength of diversity in the NHS.

I was proud to see so many staff participating in the Womens Procession Parade to mark 100 years of votes for women. It was also the first year the Trust participated in Pride, our NHS bus was well received and it was wonderful to see staff and service users enjoy the celebrations.

Thanks to all those staff, governors, service users, carers and members who all congratulated me on being awarded a CBE in the Queen's Birthday Honours for services to the NHS and dedication to promoting equality. This is truly a shared accolade with all those that I have worked with; success is always a joint endeavour so I hope Buckingham Palace can fit all 6,000 of us.

A few months ago we welcomed CQC inspectors on site to get a first-hand view of our services. I am pleased to report that we have retained our 'outstanding' rating and the talents and passion of our staff, service users, governors and carers have been recognised. The work never stops and we will continue to focus on how to improve and asks ourselves what we can do better.

I'd like to congratulate the Tower Hamlets Carers Hub team who received a 'Commitment to Carers Award' at the 2018 Royal College of Nursing Institute Nurse Awards. Carers are holding families together and enabling loved ones to get the most out of life. The service provides a safe and supportive space for carers to connect and focus on their wellbeing.

And finally, nominations for the People Participation Awards are open and most of you will know that the event is one of my annual highlights, please do get nominating. Enjoy the rest of your summer.

Marie Gabriel

## Bedfordshire CAMHS Film Showcase a Hit



OVER 80 people attended a Bedfordshire CAMHS Film Showcase at Bedford Vue on 15 May to view films and animations made in collaboration with young people who have used CAMHS services. The event

marked Mental Health Awareness Week and also featured music and poetry from young people.

The films covered issues such as Exam Stress, Eating Disorders, Depression in Children and Child Sexual Exploitation. The films were powerful and moving. The young people involved introduced each film prior to the screening to set the scene and say why they had wanted to be involved.

## ELFT Flu Campaign Raises £10,000 to Fight Killer Disease - Jab for a Jab

ELFT presented the international charity UNICEF with a £10,000 cheque at Trust Headquarters. The money was raised as part of our flu jab campaign to encourage staff to get immunised against flu. The Trust pledged to match every flu jab that staff had, with an immunisation in a developing country.



## Mission WHAT IS OUR ROLE IN SOCIETY?

To improve the quality of life for all we serve

## Vision WHAT DOES OUR CORE PURPOSE NEED TO BE?

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 our partners, always striving towards continuous improvement in everything we do.

## Strategic outcomes WHAT ARE THE BIGGEST FACTORS THAT WILL HELP US ACHIEVE OUR MISSION?

Improved population health outcomes



Improved experience of care



Improved staff experience



Improved value



## Specific outcomes WHAT DO WE NEED TO WORK ON, FOR EACH OF OUR STRATEGIC OUTCOMES, TO ACHIEVE OUR MISSION?

### We will:

- Tackle with our partners and service users the wider determinants of health
- Help people lead healthier lifestyles and improve prevention of ill health
- Reduce health inequalities
- Deliver more integrated health and social care services

### We will:

- Improve access to services
- Improve service user experience and the outcome of their care, addressing inequalities
- Increase the numbers of people positively participating in their care and in service improvement
- Improve service user safety and reduce harm
- Support more service users to meet their recovery goals

### We will:

- Improve fulfilment at work
- Develop the skills of our staff to deliver integrated care
- Improve leadership and management practice
- Improve how we listen to staff and support them to continuously develop

### We will:

- Increase productivity while maintaining quality
- Reduce waste
- Reduce variation in clinical practice

