

Summer 2019

TRUSTtalk

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



100% Renewable
Energy for ELFT

Award Success

We care We respect We are inclusive



East London
NHS Foundation Trust



Dr Navina Evans

Chief Executive FOREWORD

THE Trust has hosted a flurry of events and conferences that has set me in a spin! But to me, these are a good sign because it means that people are talking - they are listening, they are curious, open to new ideas, articulating their own theories and understanding, happy to be challenged and happy to be with peers talking about their work. It is sociable and it is stimulating - exactly what an NHS trust like ELFT should be all about. For me, there is no better sound than the hub of conversation and groups of people still talking animatedly long after the event has ended!

In April, we were delighted to be 'virtual' attendees at a Health Education England Workforce conference taking place in Leeds - thanks to WebEx technology. The NHS Workforce is a national workstream I have been leading on so it was good to be part of the conversation from the

comfort of our offices at HQ.

I was joined by 12 colleagues from different staff groups who not only listened in and watched the conference, but contributed key points from our table discussion. (Page 10)

Our Quality Conference took place on 13 May and brought together staff from all corners of the Trust. I felt so proud hearing of the often simple projects that make a massive difference to service users. You can read about the workshops and speakers on page 7. Our Nurses Day celebration took place on 17 May where we were delighted to be joined by Dr Ruth May, Chief Nursing Officer for NHS England. (See page 9) On 20 May, we jointly hosted a Positive Practice in Mental Health (PPMH) event about Crisis Care, After Care, Access and Co-production which was chaired by our Chief Medical Officer, Dr Paul Gilluley.

In June, we will hold a 'What Matters to You' event to explore how we have conversations with service users about what is really important to them so that we can work with them and support them to attain their goal. And in July, we will be holding a Suicide Symposium in Luton to look at what we need to do to truly prevent suicide, best practice and strategies developed in each of our STP regions.

We hosted a unique art installation in May provided by the Empathy Museum for staff to listen through headphones to someone's story and walk in their shoes at the same time. This was part of our Respect and Dignity@Work campaign. As well as being a lot of fun, it was a powerful experience which

reminded us all to take time to listen and understand complexities and events in the lives of others. (See page 8)

This issue of Trusttalk has a special feature on Mental Health Research and Development which is a massive part of our work here in ELFT. We underestimate how much research undertaken in the Trust contributes to treatment, care, management and approaches across the world. I am very proud of our research arm which, in partnership with service users and with academics at City University, and Queen Mary, University of London, pushes the boundaries to improve mental health care.

Talking of improvement, I am thrilled that we are supporting a new trailblazing 'safe space' in Leighton Buzzard available to anyone with mental health concerns.

And to top all that, congratulations to the Bedfordshire and Luton CAMHS Crisis Service team who picked up the 'Liaison and Intensive Support Award' in the Positive Practice National Children & Young People's Mental Health Awards 2019. And well done to the Trust's Legal Affairs team who won a HSJ award.

Have a good summer everyone!

Dr Navina Evans

CONTENTS

Research & Development	4 - 5
Paintings in Hospital	6
Hello, my name is...	6
Sleeping Packs for Patients	7
Quality Improvement	7
Dignity@Work Campaign	8
Wellbeing Support for Police	9
Talking about the Menopause	10
100% Renewable Energy	11
Mental Health Awareness Week	12
HCSN Partnership	13
Legal Affairs Team Win HSJ Award	13
Therapy and Life Skills Service	14
Members	15
Final Word	16

SAVE THE DATE
Annual Members Meeting & AGM
Wednesday
9 October 2019

4:30pm - 7:30pm

For further information see page 16



CAMHS Award Success



DELIGHTED members of the Bedfordshire and Luton CAMHS Crisis Service team are celebrating after winning a prestigious award.

The service has picked up the Liaison & Intensive Support Award as part of the Positive Practice National Children & Young People's MH Awards 2019.

The award is for a team or service that provides exceptional support and intervention to children/young people and their families through a period of crisis.

Judges asked for nominations to demonstrate innovation, together with extended hours and easy access.

"I am tremendously proud of this fantastic team," said Matt Sparks, Clinical Team Lead for Beds CAMHS Crisis Service.

"They are an amazing bunch of professionals who always demonstrate enthusiasm, dedication and energy in providing high quality care when young people need it most."

The awards celebrate some of the most positive people and services working in children and young people's mental health.

Niki Scott, Service User Participation Lead for CAMHS in Bedfordshire and Luton, was also shortlisted for the Shining Star Staff Award.

The awards ceremony was held in Stoke-on-Trent on 11 May. The crisis team will now go through to the national awards final in October.

Join ELFT at London Pride 2019



PRIDE will take place on 6 July. This year's theme is Jubilee; celebrating 50 years of activism. Staff from ELFT will be on parade marching alongside the bus. Please come along and wave, say hello and

join in the fun. The parade sets off from Portland Place at 12pm (midday), moving down Oxford Circus, along Regent Street to Piccadilly Circus, Lower Regent Street, Pall Mall and then passing Trafalgar Square before finishing on Whitehall.

The Trust will also be running a Wellbeing Stall at UK Black Pride on 7 July 2019.

The Lighthouse



A trailblazing new 'safe space' for anyone with mental health concerns has been launched by the Trust in Leighton Buzzard.

The Lighthouse, a service inspired by carers and service users and led by trained volunteers, started on a three-month trial from Whichello's Wharf in The Elms, Stoke Road, on 23 April.

The group chose The Lighthouse as their logo as lighthouses symbolise the way forward and help in navigating our way through rough waters whether the waters be financial, personal, business or spiritual in nature. Nothing speaks of safety and security in the face of adversity and challenges quite like the lighthouse does.

It runs every Tuesday and Friday from 5:30pm to 8:30pm. The Lighthouse is free and open to anyone who wants to attend.

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



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

The service will be reviewed at the end of three months to understand what people have been using the service for, so it can be further focused and developed.

"This is a tremendously exciting project," said Jane Kelly, Trust's Clinical Lead for Recovery.

"The project started when carers and service users in Leighton Buzzard highlighted a lack of provision in the area - and provided some fantastic ideas on how to fill the gap."

She added: *"This is the first time a service has been designed from scratch from a starting point of carers and service users approaching us and saying 'this is what we think is needed, can you help us make it a reality?'"*

"They have been involved from the get-go and are the real inspiration behind this."

The project has also been supported by Andrew Selous, MP for South West Bedfordshire.



Did You Know?



The Trust's research Unit for Social and Community Psychiatry is a designated World Health Organization (WHO) Collaborating Centre.



The Unit is one of currently only 14 mental health related WHO Collaborating Centres in Europe and the only one specifically for 'mental health services development' in the world.



ELFT was a 2016 finalist for the HSJ award for Clinical Research Impact for Using DIALOG+ to Improve Patient Outcomes in Community Mental Health Services.



SUGAR (Service User and carer Group Advising on Research) won the Health and Wellbeing award at the National Co-ordinating Centre for Public Engagement's Engage Competition 2014.



ELFT has been awarded a total of over £15m in research grants since 2008.



Clinical research is included in CQC Monitoring and Inspection as part of its framework for a Well Led NHS Trust.



Research & Development

Notable Research Outcomes

Researchers in the Trust published the largest study ever conducted about continuity of care, asking: Should the same or different psychiatrists be responsible for inpatient and outpatient care? (Giacco et al. Epidemiology and Psychiatric Sciences, 2018, 1-9). The main result was that continuity of care leads to higher patient satisfaction after hospital admission, but is not linked with significant differences in long term outcomes.

The PRIDE study (Curwen et al. Research Involvement and Engagement, 2019, 5:5) was planned, conducted and published in collaboration between service users, clinicians and researchers and may be the first time service users actually not only defined the research topic but were also trained to become the research assistants and conducted the qualitative analysis of data.

NHS

East London
NHS Foundation Trust

ELFT presents a half day conference

Health Research in East London

More than a dozen different studies

From across the Trust and collaborating universities

Wednesday, 2 October 2019
14:00 - 17:00

The Morris Lecture Theatre
Robin Brooks Centre
Barts Hospital, West Smithfield
London EC1A 7BE

A chance to meet research support & delivery partners

Information for service innovation

Details and registration at
<https://www.elft.nhs.uk/research>

#ELFTResearch



Who's Who



In spring 2018, ELFT appointed **Frank Röhricht** to the new role of **Medical Director for Research/ Innovation and Medical Education** A Consultant

Psychiatrist with the Trust since 1997, Prof Röhricht started his career in Psychiatry as a Community support worker in a Psychiatric Day Centre for chronic mentally ill patients in Hagen, Germany and today is one of the leading researchers in the international field of Body Image Phenomenology and Body Psychotherapy in Mental Illness.



Stefan Priebe graduated in Psychology and Medicine, and qualified as Neurologist, Psychiatrist and Psychotherapist in Germany. He was

Head of the Department of Social Psychiatry at the Free University Berlin, before taking up his current post as Professor for Social and Community Psychiatry at QMUL in 1997. He is an honorary consultant psychiatrist and **Director for Research** with the East London NHS Foundation Trust. His research focuses on understanding helpful relationships, developing novel therapeutic approaches, and evaluating complex interventions in mental health care.



Karin Albani joined the Trust's research office in 2005 after a career in telecommunications spanning business development, market research, and law. Made

Associate Director of Research in autumn 2018, her role is to support the formation and delivery of the research strategy and provide expert advice on all issues related to research management and governance (RM&G) across the Trust.

Read our exclusive interview with Professor's Stefan Priebe and Frank Röhricht who lead mental health research in the Trust.

What attracted you to work in research in the first place?

Professor P: I have always been interested in analysing and finding out how things really are and not just how people believe that they are. To me this the essence of research.

Professor R: I was lucky to have met somebody who helped me to connect my primary clinical interest - in body image and body oriented psychological therapy – enthusiastically with a research perspective; this helped me to understand the potential benefits of addressing topics systematically and based on specific hypotheses. And I should mention that this person was Stefan Priebe, more than 20 years ago in Berlin...

Did you always know that research was for you?

Professor R: No, on the contrary, up and until I started to work on my MD thesis, I always regarded myself primarily as a clinician and I perceived research as an ivory tower. Only once I saw how useful research is for direct patient care, I became more interested.

Professor P: Not as a formal career, but I have certainly always been interested in challenging assumed wisdom, analysing things thoroughly, coming up with precise and relevant questions and findings ways to answer them. I have been very lucky that I managed to make that my profession.

What did you want to be when you were growing up?

Professor R: Funny enough I actually always wanted to be a doctor when I was very young. Later in my teens I became very

political and mainly interested in cognitive sciences, at that time I wanted to study philosophy and literature.

Professor P: A successful footballer, but I realised at the age of nine that that was not going to happen!

Who inspired you as a young man?

Professor R: Rudi Dutschke, the leader of the student movement in Germany in the 60s, a very political figure with broad interest in politics and philosophy, who had the courage to challenge the establishment.

Professor P: I am privileged to have met the creators of different schools of psychotherapy, such as Carl Rogers, Aaron Beck, Paul Watzlawick, Mara Selvini-Palazzoli. In different ways they were all charismatic and inspirational people.

Have you ever had a finding or findings that has utterly surprised you, one way or another?

Professor R: Following a successful pilot trial on Body Psychotherapy in chronic schizophrenia, we conducted a large scale multi-centre trial across the UK and could not replicate the findings; we are still trying to understand the results, because the account of both therapists and service users indicate that a proportion of patients benefited greatly from the intervention.

Professor P: Oh yes, it is part of the fun of research that there are sometimes findings that one did not expect and does not like at all, but has to accept. The negative findings about body psychotherapy in a large trial is just one example.



In 2014, ELFT became a **Noclор Research Support** partner, making them our R&D Office. The team at Noclор guide researchers through the NHS Study Approval Process offering assistance, guidance, facilitation and feasibility assessment right up until the study closes. They also offer expert financial advice for researchers on all research funding issues, and on-going support on a range of costing, financial management and reporting duties. There are a number of different kinds of projects which fall outside the definition of

research, such as service evaluation, case notes studies, student thesis, etcetera. All of them require formal authorisation from the Trust before participants can be approached or data collected.

The **Governance and Ethics Committee for Service Evaluations & Studies (GECSE)** is charged with advising applicants and Clinical Directors on proposals' compliance with relevant regulatory and ethical standards. You can find more information on research in ELFT on the Trust website www.elft.nhs.uk/research



Expansion of Peer Support Workers' Network

THE number of people with lived experience who help others with their recovery is set to increase at the Trust over the next five years.

ELFT has committed to expanding its network of Peer Support Workers (PSWs) across mental health and physical health services by 50 per cent.

Trained PSWs work alongside clinical colleagues and use their own lived experience of mental or physical health challenges to support service users through one-to-one contact.

The PSWs can help individuals who are struggling to connect with clinicians, provide time to sit and talk, discuss recovery goals and help with social inclusion.

#hello my name is...

ALONGSIDE other NHS trusts, ELFT is adopting the 'Hello, my name is...' campaign. The campaign was initiated by Dr Kate Granger who was an NHS patient and medical professional. Her journey as a patient started at age 29 when she was diagnosed with terminal cancer. She has sadly since died. She was astounded at how many health care staff approached her, talked to her and did things to her without introducing themselves.

She advocated for patients to be treated with respect and dignity, manners, curtesy and treated as equals by saying 'Hello, my name is...' at the start of each contact or conversation. As well as the soft skills of care, compassion and keeping patients informed about their medical progress and any changes of treatment.

Chief Nurse Lorraine Sunduza is delighted to be instigating this approach at ELFT. She said, "The badge is a symbol of the values that underpin what we do in ELFT – it's communication, the little things that make a difference, the patient at the heart of all decisions and 'seeing' the individual and taking time to know them. The badges start the conversation."



Paintings in Hospital



STAFF and service users within the City and Hackney Personality Disorder service at the Trust's Vivienne Cohen House site are the proud recipients of fifteen world famous artists' works, lent to them by the national charity Paintings in Hospitals in February. The art works are on show for the whole year.

Paintings in Hospitals is a national charity dedicated to helping enrich people's lives by bringing works of great art for people to enjoy in health centres and hospitals. Their mission statement says: "Art helps keep us well. It can aid our recovery from illness and support longer, healthier lives."

The cost of organising and arranging for the hanging of the art at the centre was secured by the charity itself.

From a long list of thirty works of art, staff and service users voted to decide on which fifteen they would like to host for the duration of the loan period. The most popular pieces chosen included Blue Skye Garden by Sheila Martin, Souvenir by Ian Tyson and Mending the Nets by Ken Symonds.

The driving force behind the initiative was Taiseer Shelhi, Clinical Practitioner in Psychotherapy for the service. Taiseer explained what prompted her to make contact and put in all the hard work to make it happen: "Art is so important to all our lives, and the whole process itself has already had a massive impact on everyone here, both staff and service users."

Adele Mason, Senior Specialist Practitioner in Psychotherapy for City & Hackney Centre for Mental Health has been enjoying working alongside the artworks since February. She said: "The art has really lifted the environment – the project has been a real success."



Health Minister Launches NHS People Plan at ELFT



THE Secretary of State for Health and Social Care, the Rt Hon. Matt Hancock, chose the Tower Hamlets Centre for Mental Health as the venue to launch NHS Improvement's (NHSI) interim NHS people plan on 3 June.

Chief Executive Dr Navina Evans, welcomed the Minister and all guests before handing over to Baroness Dido Harding, Chair of NHSI and Sir David Behan, Chair of Health Education England, who have been leading on the NHS Workforce Plan.

The launch was attended by 60 from ELFT, Barts Health NHS and Tower Hamlets CCG representing a range of roles and services working in health services in the borough who took part in workshops as part of the launch. The Secretary of State joined one of the groups to hear first-hand the reasons staff like working in the NHS, what would make it better and to ask each person to identify a time in the past few weeks where they had felt excited and energised by their job. The Minister listened to feedback and responded to points raised. Staff really valued the opportunity to have the ear of the Health Minister.

Staff Introduce Sleeping Packs for Patients



INNOVATIVE staff at Lea Ward at the Tower Hamlets Centre for Mental Health have introduced sleeping packs to help service users get the best rest possible as part of their mental health recovery.

Service users at the male inpatient ward

are given a pack including an eye mask, ear plugs, bag of lavender to put in the pillow case for relaxation and calming herbal teas, as well as tips for a good night's sleep.

The items promote healthy sleeping practices and encourage behavioural changes by raising awareness on the importance of sleep for mental health.

They have been introduced as part of the Quality Improvement (QI) 'Dream Big: Improving Sleep on Lea Ward' project led by Occupational Therapist Jessica Oglethorpe and Clinical Lead Nurse on Ward Mary McGovern.

The project was launched last year in response to service users' feedback that they were not sleeping well on wards, part

of the reason being disturbance at night due to noise and light, particularly during the routine checks.

"Service users have been involved in every step of this project," said Jessica. "They have designed images to decorate the sleeping packs as part of the ward's weekly Creative Group and are now working on a poster to promote the project in the Trust."

The project group are also planning weekly Health and Wellbeing group meetings to educate service users on behaviours that impact the quality of sleep such as caffeine/nicotine intake, the use of technology at night and diet. Group meetings on insomnia are also due to be introduced.

zzz



the overall theme of the event as well as the content of main stage and project presentations. Around 400 people, including staff, service users, carers, governors and external guests attended.

The day started with a welcome from Mary Elford (Vice Chair) and Satwinder Kaur (Lived Experience), followed by a keynote talk on population health from Jason Leitch, and helping the Trust progress in our mission to improve the quality of life for all we serve.

ELFT service users and carers presented the morning plenary session: 'Co-Production: What it is and what it isn't.' Introducing delegates to 'The Ladder of Participation', they used a game show format along with their own experiences to highlight the various steps on the route towards co-production.

The QI World Cafe featured presentations from 19 project teams.

ELFT's 5th Quality Conference took place on 14 May and was co-designed with service users and carers, who helped shape

In her closing remarks, CEO Dr Navina Evans thanked all service users, carers and staff who shared their stories in the plenary session and in the World Café project presentation sessions. She said: *"You demonstrated what a struggle it is to properly do co-production. Out of that, what I took is the incredible patience, understanding and kindness of our service users, carers and people participation colleagues. Sometimes we take two steps forward and one step back and you help us push to go forward again."*

Navina also launched the new 'Illustrated Guide to Quality Improvement'. The conference was closed by the #ELFTin1Voice choir who sang 'See me as I am', a specially commissioned piece of music which highlighted the importance of co-production in healthcare.

You can find full highlights from the event on the QI website: <https://qi.elft.nhs.uk/quality-conference-2019-highlights/>

Thank you to everyone who was with us on the day and those that couldn't be with us who are all contributing towards the ELFT mission to improve the quality of life for all we serve.



Respect and Dignity@Work Campaign



THE Trust launched its Respect and Dignity@Work campaign in May with a unique audio and sensory installation in the form of a giant shoe box which appeared on two Trust sites.

The 'Mile in My Shoes' experience, developed by the Empathy Museum, invited staff to don a pair of (sanitised) shoes and a pair of headphones, and to walk listening to a recording of someone's story. The shoes actually belong to the person telling the story which gives a strong connection to their experience. Stories ranged from that of a musician who was electrocuted due to a dodgy electrical plug bought online, whose life was saved due a pair of bright yellow Crocs, to a pair of armpit high galoshes and a fishing tale.

The shoe box was based in the grounds of Mile End Hospital for the first week, and in Twinwoods in Clapham, Bedford, for the second week. Staff were encouraged to set time aside to take part and staff embraced the experience. The stories were powerful and often moving but all agreed it was a novel way of reflecting on how people's experiences impact on the way they communicate and respond to those around them.

Director of Human Resources, Tanya Carter, and Chief Nurse, Lorraine Sunduza are leading Respect and Dignity@Work campaign. Tanya said: *"We wanted to do something different and provide an experience that staff would remember, and recall the emotions they felt when hearing those stories. To pause and take time. And that listening and showing kindness are simple things we can do for everyone we come into contact with."*



Through My Eyes Workshops

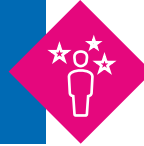
FOLLOWING on from this, we are collecting stories from our own staff anonymously in 'Through my Eyes.' A series of workshops with an external facilitator have been set up for staff interested in telling their own story to give insight to others to not always take people at face value and to consider what might be going on for them in the background.

"Wearing high heels was agony. I could only manage ten steps! It certainly gave you a different perspective." Derek Miller, City and Hackney

"That was a really powerful story. I was quite surprised how it made me feel. I didn't expect that. I'm going to round up my colleagues and get them to come and experience this for themselves!" Marta Redd, Newham

"Walking a mile in Alan's shoes. Quite a privilege to share in another person's journey if only for 15 minutes." Ola Hill, Bedfordshire

"A Mile in My Shoes - a really humbling experience listening to Paddi's story. 10 minutes well spent!" Janice Mawaka, Bedfordshire



Nurses-Led Initiatives for Improved Care



VALUING our nurses and their work was at the centre of the Nurses Day Celebration on Friday 19 May. The event took place in Euston and brought ambitious nurse-led plans that strive to radically improve the communities we serve and the wellbeing of staff.

The keynote speaker was the Chief Nursing Officer of England Dr Ruth May who talked about the importance of improving the image

of nursing and creating an open door policy for all nurses. She said it was important that nursing was a well-respected profession from the start of a nurse's career and throughout to be inclusive and attract new recruits.

Following the presentation of the video 'What does professional curiosity mean to you?' where ELFT nurses from all boroughs shared their perspective on professional curiosity, Chief Nurse Lorraine Sunduza joined the conversation and shared her thoughts on professional curiosity as a nurse. She praised nurses for their innate sense to investigate when something doesn't seem right:

"Professional curiosity is not a special power, it is about something you have seen, heard or felt that is not exactly right and that you choose to look into and trust your instinct."

Ultimately the spotlight was on our nurses and their great achievements, from working with vulnerable people at A&E, Children's Nursing, Learning Disability Weight Management Project and Pressure Ulcer tool for carers developed by Sarah Stringer. What these initiatives have in common is the perseverance in improving people's lives, regardless of the challenges that the teams have faced at the time.

Wellbeing Support for Police

AN innovative training programme has been launched by the Trust and police to help officers cope with the mental pressures they can face in the job.

ELFT has worked with Bedfordshire Police to develop the Wellbeing Duty Belt initiative.

Bedfordshire officers receive training and insight from Trust staff and from people with personal experience of mental health challenges to understand how to look after their own mental wellbeing and how to support colleagues.

The project has been developed from a 'people first' perspective and the aim is to embed a culture where individuals feel able to openly discuss mental health issues and feel equipped with the tools to look after themselves and others.

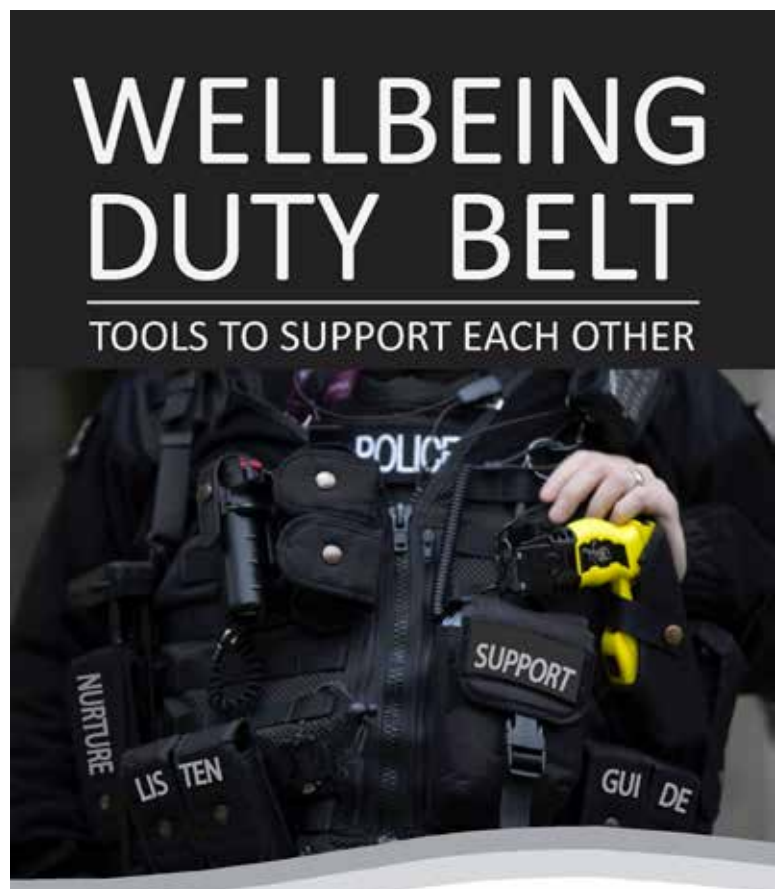
It was designed by two of the Trust's People Participation leads, Jon Southam and Millie Smith, and CBT therapist Claire Hill in partnership with service users from Luton and Bedfordshire Police colleagues Nicky Burns and Sgt Ben Dimmock, the force mental health champion.

The programme covers conditions including anxiety, depression and post-traumatic stress disorder (PTSD).

"The police do an amazing job, often in hugely difficult circumstances," said Jon Southam, the Trust's project lead and People Participation lead for Luton.

"The hope is, through this programme we can equip officers with their own metaphorical duty belt which has all of the tools needed to maintain good mental health and to support fellow officers."

The programme is supported with an eight-page co-produced document for officers containing information and resources.



Bedfordshire & Luton
mental health and wellbeing services
provided by ELFT





A Day With London NHS Lead Sir David Sloman



SIR David Sloman, Regional Director for London at NHS Improvement, visited the Trust on 24 May spending time with staff, service users, the QI team and the senior executive team to find out what makes ELFT tick.

The Trust took the opportunity to give him a true sense of ELFT's culture, strengths and opportunities for improvement. The conversations were far-ranging looking at strategy, people participation, QI, staff wellbeing, the Trust's new approach to financial viability, system-working and what it actually feels like to work here or to receive treatment and care here.

ELFT Staff 'Virtually' Join Leeds Conference



ON 25 April, the Trust put its new WebEx online meeting system to good use by 'virtually' attending a Health Education England conference in Leeds. The conference titled: Building Together - An NHS Workforce for the Future, involved staff at Leeds Teaching Hospital Trust, medical staff at a Medicines 2019 conference in Manchester and a focus group of staff from ELFT who assembled in Chief Executive, Dr Navina Evans' office.

Virtually There!

The ELFT group were able to participate in the conference and tuck into breakfast at the same time! Staff were present on screen too as their views were captured in a film made by the ELFT communications team which was screened at the conference to great applause.

Navina has been the NHS workforce workstream lead as part of the NHS Long Term Plan. A People's Plan is in development. The conference was an opportunity to bring a cross section of staff together in Leeds, Manchester and London to talk about the NHS workforce. The work will be used to focus on what NHS organisations need to continue to do to retain staff and what it needs to convey to attract new staff. The more work but same resources, stress, pressure, demands.

Talking About the Menopause

THE Menopause and coping with the Menopause is not a topic spoken of or written about much, and yet it is a normal part of life that all women will go through so the Trust wrote to all female staff, asking if they would be interested in attending a focus group on the subject. The response was overwhelming.

The symptoms of Menopause can begin to affect a woman years before Menopause actually begins. This period of time is known as perimenopause and is defined by the hormonal changes that occur as the body transitions into Menopause. During this time, the ovaries begin to produce less oestrogen and progesterone and, in some cases, affect levels of testosterone as well. It can occur in younger women experiencing early

onset Menopause or after a hysterectomy. Symptoms can range from hot sweats, anxiety, insomnia, tiredness, restlessness all of which impact on your working life and personal life.

In the focus groups, many said they are embarrassed or afraid to talk about their symptoms to others including managers in case they are written off or discriminated against particularly with respect to future promotion. Some wondered as practitioners if service users who are going through Menopause are being misdiagnosed with general anxiety and depression rather than Menopause induced symptoms.

Suggestions included better cooling systems or access to fans in work areas, improved toilet facilities, uniform fabric and



style, flexible working where possible to manage symptoms and temperature, and Menopause champions to advise peers.

There was discussion about challenging inappropriate banter such as "She's losing it" and to highlight strengths of the Menopause population by promoting a positive perspective on this natural phase of life. Watch this space!



Trust Switches to 100% Renewable Energy

ALL electricity used by the Trust now comes from renewable sources.

Wind, solar and wave-generated electricity now power the organisation as part of its pledge to reduce its carbon footprint.

ELFT is the first NHS trust to register with Crown Commercial Services, the largest public sector energy broker, to secure a 100% renewable electricity contract.

"This is tremendous news for the Trust and a genuine demonstration of its commitment to reducing its carbon footprint," said ELFT Energy and Environmental Manager Adam Toll.

"ELFT has more than 100 buildings and this change to using sustainable and renewable energy is the equivalent of up to 400 domestic properties switching to renewables."

The Trust announced the news on NHS Sustainability Day – March 21. Its next major environmental project will be to look at opportunities to use carbon-neutral gas. Strategic work to reduce its carbon footprint is underpinned with a 'Green ELFT' campaign encouraging individuals across ELFT to take personal responsibility for promoting sustainability.

Trust First Electric Vehicle Charging Points



THE John Howard Centre in Hackney, the regional forensic unit, is taking steps towards becoming more environmentally friendly with the introduction of new charging points for electric and hybrid vehicles.

Three new staff parking bays, two wall-mounted and one stand-alone, have been fitted with the devices. The new devices come as part of the Trusts' ongoing 'Green ELFT' campaign and its commitment towards reducing ELFT's carbon-footprint.

The Trust has been moving towards switching to efficient and cleaner energy alternatives and has turned to 100% renewable energy since the beginning of April.

The changes are part of larger plans to implement new and cost effective ways of bringing in environmentally friendly ideas to the Trust, including large scale recycling, reusable cups, LED lighting replacement, plant room and boiler insulation and the installation of new bicycle

ELFT's Energy & Environmental Manager Adam Toll said

"The installation of these electric vehicle charging points at John Howard Centre is another step in the right direction of trying to reduce localised pollution around our sites, as well as the Trusts carbon footprint and give staff greener options of how to travel to and from work."

We will be looking at additional sites across the Trust to install these charging points to further help hit our targets and make the local environment around our sites a better place to be."



Creating Value

STAFF have been set a challenge by ELFT's new Creating Value campaign.

This is a key area in the ELFT strategy that we know staff and the public feel very strongly about.

We all hate to see waste - be it wasting time, wasting opportunities, wasting money... wasting anything! Often poor use of resources has an impact on patient care or on the environment and is therefore all the more frustrating.

The Creating Value campaign is about making the best use of our resources and making intelligent decisions to ensure work that you do is more effective. And we all know who is in the best position to spot ways we can create value – our staff - who observe things every day and question the way things are done.

Work is already underway to create value. The IT department has been working on ways to reduce repetition in our processes and enabling agile working for staff to free up more time to spend with patients.

The Estates team have been looking at more energy efficient buildings.

We have stopped colour printing and reduced paper use where we can.

We are now looking for fresh ideas. So staff are being asked to share any 'light bulb' moments they have that could improve the way we do things Simply click on the 'I have an idea' button on the intranet.

Mohit Venkataram, the Trust's Executive Director of Commercial Development and Performance pledges to act on all suggestions saying *"Together we aim to turn your frustrations and observations into action!"*

Watch this space.



Launch of Expanded Perinatal Mental Health Service



AN event to launch the expansion of perinatal services across north east London took place on 27 March at the London Stadium in Stratford. The event was jointly hosted by the East London Health and Care Partnership, the North East London Foundation Trust (NELFT) and ELFT.

Perinatal mental health services provide care to women who experience mental health issues during pregnancy or in the first year following the birth of a child. Perinatal mental health problems can have long-standing effects on children's emotional, social and cognitive development without the right care. Perinatal mental illness affects up to 20% of women and covers a wide range of conditions. If left untreated, it can have significant and long-lasting effects on the woman and her

relationship with her baby.

£600 million is being invested over five years in a national programme to expand existing perinatal mental health services and develop new perinatal services and mother and baby units

The event brought together a wide range of staff from across the region including mental health professionals, midwives, health visitors, GPs, commissioners and women who have used perinatal services to listen to a series of specialist speakers and to hear how increased investment in perinatal services is being used locally.

The Trust has also launched a Bedfordshire and Luton Community Perinatal Mental Health Service.

Service User-Led Accreditation

A pioneering programme of service user-led accreditation has been launched by the Trust.

It has been designed with the Trust's core values at heart, placing the service user at the heart of what we do.

The programme will recognise excellence, and support improvement, in delivering the standards of care that matter most to service users.

More than 50 service users, carers and staff have shaped the standards and process to ensure the system is accessible, transparent, built around the needs of patients and engaging for staff.

Accreditation set at three levels: gold, silver and bronze.

The Improvement Journey

THE Trust has been featured in a national report published by The Health Foundation outlining the importance of organisation-wide improvement in healthcare.

The Improvement Journey report draws on the learning and insights the Health Foundation has generated over the past 15 years from funding and evaluating improvement at team, organisation and system level.

The document includes East London NHS Foundation Trust (ELFT) as a case study to demonstrate the value of its Quality Improvement (QI) programme.

Dr Amar Shah ELFT Chief Quality Officer, Dr Amar Shah, said: "Ultimately quality improvement is about a change in mindset and behaviour, throughout an entire organisation, and reports such as this help us all continue to learn about how to achieve this."

Mental Health Awareness Week 2019

A public thank you has been issued by the Trust for everyone involved in hosting and supporting Mental Health Awareness Week 2019 events.

A busy programme of activities across Bedfordshire and Luton included a Cycle, Walk and Talk hosted by Penrose, Mindful sporting activities in Bedford Borough and awareness-raising sessions at the University of Bedfordshire's Bedford campus.

The theme for this year's awareness week was Body Image – how we think and feel about our bodies.

The highlight of local activities was a stall in The Mall at Luton which was coordinated by Trust staff and partners from a host of other organisations throughout the week, including eating disorders counselling and support service Caraline and expert by experience Hannah Brown.

Community radio stations Inspire and Diverse FM were also involved, hosting discussions about mental health and body image.

"I would like to personally thank everyone involved in making Mental Health Awareness Week in Bedfordshire and Luton such a success," said Gail Dearing, the Trust's awareness week coordinator and Associate Director for Social Care in Bedfordshire and Luton.

"Our work to ensure people know it is ok to talk openly about mental health."

The Empathy Museum was in position in Tower Hamlets which tied in neatly with the aims of World Mental Health Week.





Health and Care Space Newham (HCSN) Partnership



Picture: Dr Mohit Venkataram, Executive Director of Commercial Development at ELFT Mayor of Newham, Rokhsana Fiaz, Grainne Siggins, LBN Director of HCSN, Dr Saidur Rahman, Chair of NHC, Councillor Susan Masters, lead member for Health and Adult Social Care and Selina Douglas, Managing Director of Newham CCG

A ground-breaking £200m venture between the Trust and the London Borough of Newham is set to dramatically change the provision of health and social care in the borough by acquiring and building new facilities to deliver integrated health and social care.

Health and Care Space Newham (HCSN)

partnership will develop facilities that offer GP services alongside a range of community health, social care, out of hospital, and a variety of clinical services. It will also build much-needed housing for sector staff. It is a new development model that will change the way health and social care services are delivered in Newham.

HCSN is the first such partnership between a local authority and an NHS body in the country and is the delivery vehicle for a wider strategic partnership that includes NHS Newham CCG and Newham Health Collaborative (NHC), alongside ELFT and Newham Council. NHC, the local GP federation, are expected to join the partnership in 2019/20.

Mayor Fiaz said: *"Health and Care Space Newham will play an important role in the Council's promise to put people at the heart of everything we do. We are working with health partners to develop new facilities in our communities, bringing services closer to residents and supporting future regeneration of the area."*

Dr Mohit Venkataram, Executive Director of Commercial Development at ELFT, said: *"This will be a partnership with a difference because we are generating social capital/ local ownership for our residents through better housing and facilities. Together we will have the ability to provide healthcare in modern fit-for-purpose premises built and owned by the community. This will ease access to services and lead to better health and a better quality of life for local people."*

ELFT Legal Affairs Team Win HSJ Award



THE Trust's Legal Affairs team have been crowned the winners of a prestigious Health Service Journal (HSJ) Value Awards for 2019, in the category of Effective Litigation.

The evening's glittering celebrations were attended by over 1,000 health professionals and compered by celebrity host comedian Tom Allen in Manchester.

The HSJ judges said that, *"This most worthy winner demonstrated robust service user involvement and gave confidence that sustained changes would be made. An excellent application which set out the journey to transform culture from the bottom up impacting response times, service delivery and improve care."*

Associate Director of Legal Affairs Jane Quinn was shocked but pleased to hear their name announced: *"The good work of the legal team could only be achieved as a result of an open and transparent culture in the Trust. The commitment of staff who continuously look at ways to improve services via the QI programme – all were important factors in our success."*



Therapy and Life Skills Service - Exam Success

NEW City College Hackney held a successful "Exam Success" event on Wednesday 24 April in partnership with the Therapy & Life Skills Service. The College's successful student mental health support service is a great example of what a community based, integrated care service looks like – a jointly run collaborate service between New City College and the East London Foundation Trust, which aims to support people suffering mental health issues with a view to getting them into education, or supporting them once they are in it if needed.



Last year the service succeeded in helping 386 people navigate into education services, or supported them whilst there. It works across colleges in Tower Hamlets, Redbridge, as well as Hackney.



The service has been recognised for the unique support it brings to people in the community, having won several national, high profile awards. These include the national further education colleges version of the Oscars - a Beacon Award for widening participation; the highest recognition a college service can get - the Queen's Jubilee Anniversary Prize, and a Times Education Supplement award.

John McClean, the Service's Group Lead for Mental Health described how the event on Wednesday worked to support students around exam times as well as enhance the profile of the service:

"The key target of the day that we set out to achieve was to promote strategies to enable students to cope better with exam stress. Occupation Therapists from City and Hackney Centre for Mental Health were making bath bombs and talking to students about managing stress generally and before exams."

"My team and I were making stress balls, talking to students about events and activities and how they can get involved. We also had an interactive Exam Success Board

which students use as a way to exchange knowledge on how to cope with exam stress.

"It was a really vibrant day, with a good number of students taking part."

As well as working hard to encourage people to take part in education opportunities across all the boroughs, John and his team provide vital liaison between tutors, teachers and students. If a student is an in-patient on a hospital ward, they will work hard to keep them engaged and motivated by helping to adjust lesson plans and where necessary develop strategies to help students attend exams.

The service also organises sessions in class on mental health and wellbeing, and work hard to develop a positive rapport with students in order to reduce the stigma that can be associated with mental ill-health.



Benji's Story

INSIGHT into the work of a Trust social worker has been published by The Guardian.

A 'My Working Week' diary from Benji McMahon, a qualified social worker with the Trust's Luton services, has been posted on its national news website.

Benji's article outlines the responsibilities of a social worker, the challenges he can face and the reasons why he loves the job.

Benji is a Think Ahead participant. The Trust and the Think Ahead charity, together with the London Borough of Hackney & Luton Borough Council, are part of a programme to provide on-the-job training for graduates to become mental health social workers.

The programme is recognized as one of the country's most competitive graduate career options.

Suicide Symposium

THE Trust is arranging a one-day symposium on Suicide Prevention.

It will take place on July 9, 2019.

The symposium will cover the following key areas and will additionally launch the Trust's new suicide prevention training package:

- Emergent national trends around suicide
- Current policy
- Best practice for suicide prevention
- Local strategies in BLMK and NEL STP/ICS region

Brexit

There continues to be considerable uncertainty about the impact of Brexit on NHS organisations. As you will be aware, the Government and the European Union (EU) have agreed a second extension to the Article 50 process and moved the date the UK will leave the EU to 31 October 2019. The Trust convened a Brexit Planning Committee in 2018 to plan and prepare for the impact of Brexit as concerns were that the high possibility of a No Deal Brexit could mean there could be sudden changes or delays in getting the supplies we need. These meetings will continue to enable us to refine continuity plans.



MEMBERS

You Could Make a Difference as a Governor



WE will be holding Governor Elections in a few months' time and would like to ask public members and staff members to consider nominating yourself to become a Governor for ELFT. Our Governors are vital in helping us to make decisions about how we plan, run and develop our services and to make sure the views of members, service users, carers and local people are taken on board. Collectively the Governors are known as the Council of Governors and they perform a range of statutory and non-statutory duties. The role of a Governor is voluntary however Governors can claim out of pocket expenses while carrying out the role. Governors serve a term of three years and then can re-nominate themselves.

If you would like to work with ELFT to make a real difference to our service users, carers, staff and local people and have an interest in working positively with ELFT to provide better services for local people then please consider standing.

We will have Governor vacancies in the following constituencies and eligible members living in these areas will receive an invitation by post or email to nominate themselves: Newham (two vacancies), Hackney (one vacancy), Tower Hamlets (three vacancies), City of London (one vacancy), Central Bedfordshire (three vacancies), and Bedford Borough (one vacancy). We are also seeking two staff Governors to be elected.

To tell you more about the role and elections we would like to invite you to attend a Prospective Governor Briefing session being held on the dates below for public members and Staff. If these planned dates are unsuitable, please contact the Membership Office and we will arrange to either speak with you over the phone or schedule a one to one session.

Please email elft.membership@nhs.net or call 0800 032 7297 to register to attend

London Prospective Governor Briefing Session

Monday 15 July 2019, 5:30pm – 7:00pm

Robert Dolan House, Meeting Room 6, 9 Alie Street, London E1 8DE

Bedfordshire (Bedford Borough and Central Bedfordshire) Prospective Governor Briefing Session

Wednesday 17 July 2019, 5:30pm – 7:00pm

For details please email elft.membership@nhs.net or call 0800 032 7297.

This is what some of our current Governors said about being a Governor:

"As a staff Governor, I have learnt from the senior management, and Council that it is ok to have targets but we can still achieve these while having fun."

"I've been surprised, and inspired, by the range, breadth and quality of work that ELFT delivers."

"People have a lot of ideas and a lot of initiatives and it's vital for them to be able to have someone represent them and represent our views to the board of directors and actually be their voice."

Learning from each other

ON April 4th, three Governors Shirley Biro (Newham), Caroline Ogunsola (Staff) and Jamu Patel (Luton) as well as Jon Southam (People Participation Lead for Luton) and People Participation Service User Charlotte travelled with me (Norbert Lieckfeldt, Corporate Governance Manager) to Newcastle by invitation of the Chair and Governors of the Northumberland, Tyne and Wear (NTW) Foundation Trust.

We were joining their regular development session to talk about our Trust, share how our Council operates and what our People Participation work means for the Trust as a whole. And of course to learn as much as we could from their practice! Our Chair, Marie Gabriel, joined us via Skype for a Q&A session as well.

I asked the ELFT participants for their impressions of the journey. What came across very strongly was how impressed they were with the very warm welcome from everyone at NTW:

One member of the Group said: *"I think every single person shook my hand and welcomed me and Charlotte before the presentations and after. I don't usually get that response from a room. It was incredible how pleased they seemed to have our input and presence."*

Also very clear was NTW's willingness to share their work, and their desire to hear what we were doing differently, especially around ELFT's People Participation work. NTW are electing their Governors from service user as well as carer constituencies, something ELFT doesn't do. However, many of our Governors are in fact service users or carers and ELFT ensures their voice is also heard through our People Participation work which is independent of the Council.

Jon and Charlotte offered a separate session on People Participation – it is such a critical part of ELFT and there was a lot of interest. Our Governors were impressed with the work and resources dedicated at ELFT to ensuring PP is done well and is meaningful, a point very much stressed to the NTW Trust leaders.

Finally – a real sense of pride by the whole team in being able to represent ELFT in this way. We didn't have any time ahead of the meeting to ensure we were all 'singing from the same hymn sheet' and had the same message – and yet, somehow, we all told the same story:

"I was so proud of ELFT and being able to represent ELFT to the Trust. There was a great sense of unity from all ELFT staff and Governors including our Chair on the day. All the presentations flowed well and demonstrated how well we all work together."

Navina Tops HSJ List

CEO Dr Navina Evans has been named as the second most influential NHS Chief Executive in the country in the HSJ's 2019 Top 50 Trust Chief Executives for the second year running. Judges praised Navina for her personal example and commitment to patient and staff engagement.

Stakeholders Lunch Meetings

(Formerly known as Members Working Lunch Meeting)



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

Email elft.membership@nhs.net or call us on 0800 032 7297

London Stakeholders Lunch Meeting

Tuesday 16 July 2019, 1:00pm – 3:00pm at Osmani Centre, 58 Underwood Road, London E1 5AW

Luton Stakeholders Lunch Meeting

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

Bedfordshire Stakeholders Lunch Meeting

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

Save the date for our upcoming Annual Members Meeting and Annual General Meeting which will be on Wednesday 9 October 2019 at Hamilton House, Mabledon



Place, London, WC1H 9BD. The meeting will be from 4:30pm – 7:30pm (hot food from 3:30pm). The theme this year is People and Partnership. If you were one of over 180 attendees who joined our

meeting last year, you will know we will have another packed agenda in store. Here is just a brief outline of what to expect. You will be able to join one of our breakout sessions to learn and hear about a specific Trust service or current initiative, peruse Trust information stalls, hear from Governors, our Trust Chair Marie Gabriel and Chief Executive Navina Evans. 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. More details about the meeting will be available in due course.

Annual Plan Events 2019 Outcome

The feedback from the Annual Plan Events held in February and March 2019 attended by over 100 local people covered a wide range of topics and themes for ELFT to focus on which includes populations health, early intervention especially for young people, social isolation, working with closely with the voluntary sector, reducing the stigma around mental health and much more. The feedback was reported at the Council of Governors Meeting in May 2019 where the Trust provided responses to each of the themes. You can find this report on our website by going to: <https://www.elft.nhs.uk/Get-Involved/Council-of-Governors/Council-of-Governors-Meeting-Papers> and clicking on agenda item 5 for the May meeting.



Get in touch with Membership: If you are not already a member of ELFT, you can join online at www.elft.nhs.uk/membership or email elft.membership@nhs.net or call us on 0800 032 7297. Providing us with your email address when you join as a member will mean we will be able to send you more information about our meetings and events. If you are already a member, please get in touch with us to make sure we have your current email address.

FINAL WORD from the Chair

MAY saw the Trust hosting the Empathy Museum at Mile End Hospital (East London) and Twinwoods (Bedfordshire). I really enjoyed my visit and found that the stories provided insight and judging from the general 'buzz' that it has generated across the Trust, many of you did as well. We plan to collect our own 'in my shoes' stories too. It's important for us to hear from each other too.

I know that we have a shared sense of purpose at ELFT and that we are all motivated by a desire to support others to thrive. It's our remarkable and enduring empathy, which we demonstrate both towards the people who use our services and our team colleagues, that will keep ELFT an inclusive and inspiring place to be and work. We are therefore being intentional in thinking about how we nurture empathy as a core skill for all. With empathy as a foundation, respect and dignity in the way we treat each other, at all times, will be our heart beat.

ELFT's version of empathy is one that is strengths-based; focused on improvement, accountability and discovery. It is an empathy that is inclusive, that supports rights and recovery. An empathy that also recognises that our world is unequal and we must do more to bridge inequity including co-creating the conditions and the tools that people can access

early on, so that they can maximise opportunities. This is at the heart of our 'population health' ambition, and we recognise that staff are part of that population.

The ELFT version of empathy therefore means realising and harnessing the benefits from our diversity wealth, which is the wellspring of our Trust. To improve on what we do further we must ensure there is a healthy dialogue within our teams, that we listen with openness and curiosity as international evidence shows that this makes for better decisions and builds trust.

Our ask of each other is a little different, isn't it? We are using our focus on Population Health to increasingly think of how we can support our staff to thrive as well as those who use our services. Population Health, which is also the drive at the centre of the NHS Ten Year Plan, aimed at promoting wellbeing and reducing health inequalities. This means empathising with each other to understand our lives outside of work and also with our service users to understand their lives outside of ELFT.

Our local environment influences, our health behaviours and nurturing or developing strong social relationships are at the heart of that. What are people's experiences and what can we discover

about them that can influence and empower them, to improve and sustain good health? Sometimes it can be a very simple thing – the heart-warming story of a colleague who asked that very question to one of her patients and discovered that she really wanted to find a way to see her dog! The staff member managed to find a way to overcome the barriers to make this happen, and the considerable impact on the individual's quality of life, through asking that simple question, 'What Matters To You?' meant that a small change opened up the possibility for big positives in someone's life. The ripple out of positive effects from that simple interaction were enormous.

And so the Trust is hosting our first ever What Matters To You? day on 6 June, when staff will be encouraged to do what they are all very good at anyway – having conversations with the people they work with and getting them to tell us what it is that really matters to them. Whatever they tell us can really help us to keep nurturing a Trust culture where people themselves drive what and how we do.

Marie Gabriel
@MarieELFT

Designed and
printed by

020 7055 1600
www.fdmplc.com

FDM
data print mail