

TRUSTtalk

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

Don't Let Flu
Creep Up on You

Farewell to Navina

Join our Online Joint
Annual Members/
General Meeting

Meet Mark Lam,
ELFT's New Chair



Summer 2020

We care
We respect
We are inclusive



Dr Navina Evans

Chief Executive FOREWORD

I am writing this, my last foreword for Trusttalk, with a mixture of emotions; excitement as I embark on a new adventure, but a strong sense that a very special era in my life is coming to an end. As well as the four years I have been Chief Executive for ELFT, I had a clinical career working as a Consultant Psychiatrist in Child and Adolescent Mental Health Services in Newham. I often say I grew up in ELFT. Although I arrived with my medical training under my belt and some work experience from other roles in other places, it is here that I found my clinical self, in a place where there was incredible need, and a chance to work with people who wanted to develop services that made a difference. People who admired and were in awe of the families we met for their courage and their will

make changes that would help them to thrive despite the inequalities they experienced in life. I occasionally bump into young people I knew back then who are now young adults and I think - wow.

It has been a very exciting time to be part of the NHS in East London, Luton, Bedfordshire and not forgetting Richmond. Maybe it is always an exciting time to work in health care as services evolve, are tested and evolve again. We ask a lot of our staff - change is a continuum as our knowledge and understanding grows, but we wouldn't be here if we didn't embrace and enjoy adapting to new things.

That could not have been illustrated more than in these last six months. My heart is bursting with pride at the way our staff have responded, despite their worries about risks to themselves, their families, and the people they care for. They have pulled together, stepped up - and out of their roles, and looked after each other. I know the pressure at times has been overwhelming but in over 400 personal calls I made to staff to thank them during this time, their good spirits and fortitude took my breath away. So as I make my farewells, I want to thank our staff for always astounding me, for being honest with me, for answering my endless questions and for supporting me and the organisation. Gaining a CQC Outstanding accreditation once, was such a milestone. To keep up the momentum and high quality to get an Outstanding accreditation

a second time, tells you all you need to know about our workforce.

I want to thank service users and carers for helping me/us understand what is needed. Some of these conversations were a result of things not having gone well. I have appreciated these frank and open discussions. I want to thank our Governors and the non-executive directors, past and present, for trusting me to lead the Trust, for guiding me and challenging me. And finally, I want to thank our executive directors and service directors for their counsel and their wisdom. I know ELFT has a strong and able leadership team in place, and with our new Chair Mark Lam, I can't wait to see where the next few years takes you.

Dr Navina Evans

CONTENTS

Dietitian Added to Roll of Honour	4
Leighton Buzzard COVID Assessment	5
Flu Poster Competition	6
Supporting Veterans & Armed Forces	6
Meet ELFT's Own Taxi Driver	7
Hubs Artwork	8
Podiatry Services Step Up	9
New People Participation Lead	10
Farewell Navina	11
Meet Mark Lam, ELFT's New Chair	12
Pocket QI	13
Members	14 - 15
Joint Annual Members Meeting & Annual General Meeting	16

COVID, Race and Privilege

IN May and throughout the summer, feelings were running high with the growing realisation that BAME health care staff seemed to be more at risk of developing serious symptoms of coronavirus, and issues and circumstances surrounding the tragic death of George Floyd in America.

In recognition of the sadness, distress and anger amongst staff in the Trust the Executive team introduced a series of virtual sessions for staff to join to reflect on these events, hear the experiences of BAME colleagues and acknowledge the impact of these inequality issues. In creating this space, they hoped to offer an opportunity to reflect, listen and talk about how we unite, stand in solidarity and make change happen. These were well attended and have laid the foundation for our next steps.

Tanya Carter, Director of People and Culture said, "The stories and experiences shared touched many people. They have served to remind BAME colleagues of the ways they adapt to fit in, or avoid conflict, or prepare and anticipate negative behaviours, and for some, it has unearthed suppressed memories and emotions. For non BAME colleagues, the sessions raised their awareness of the invisible and visible barriers that exist for BAME people, with

many expressing shock, upset and above all, empathy. The sessions have brought home the importance of recognising bias and actively challenging discrimination."

Respect and Dignity at Work

Our Respect and Dignity at Work campaign launched last summer and included the 'A Mile in My Shoes' installation which many attended. This was a chance to wear someone else's shoes and listen to a recording of them talking about their life as you walked. In phase two of the campaign, we invited staff to tell their own stories in facilitated workshops called: Through My Eyes followed by phase three when the anonymised stories were shared with managers at an event with the opportunity for group discussion and reflection.

Other Initiatives

A Career Development Working Party has been launched to look at career development for groups who are not represented at senior levels in the Trust or the NHS and to review recruitment processes. Reverse mentoring is in place enabling individual BAME staff members to pair up with a board member to talk about the realities of life and the view from the ground.

Hello, My Name Really Is ...

Tanya has gone on to launch a unique



Tanya Carter

social media initiative called 'Hello, My Name Really Is..' which has gone viral – if 7000 views is viral! She explains, "During the sessions we held for staff, I became aware that a number of staff have adopted new names to avoid difficulties for others in spelling or pronouncing their name. Many of their native names are family names or have beautiful meanings which is denied if they don't use them. So I wanted to encourage anyone using an 'easier' name to introduce themselves. Our names are really important and as with all new words, we need to take the trouble to learn how to say them until it flows off our tongue."

To join in, search #MyNameReallyIs on social media and... introduce yourself.

Interim CEO Paul Calaminus will be leading work on White Privilege.

Long Service Awards

572 staff across the Trust (including Maggie Cheshire on the front cover) were delighted to receive a certificate, a pin and a personal handwritten message from Chief Executive, Navina Evans, to mark their long service. Emmi Clark, Simon Noyes and Clare Lazelle.



Annual Staff Survey

IT'S that time of year again when staff are invited to complete a questionnaire and reflect on what it feels like to work at ELFT.

Many relish the opportunity to give us feedback but as an enticement, the Trust donates £5 for every completed survey received by the Picker Institute who manage the survey on behalf of the Trust. Money raised can be used for local initiatives that benefits service users and staff. The survey is completely confidential. Picker reports on the main themes raised by staff and compares this with the responses submitted last year to determine if there is improvement or a decline in various aspects of the Trust's work. The information helps the Trust to become an organisation that people want to work for. Happy contented staff will deliver high quality care so it is in everyone's interest to share their views.



Dietitian Added to British Dietetic Association Roll of Honour



SARAH Fuller is a CAMHS Dietitian, based in Luton and Bedfordshire CAMHS, who specialises in Eating Disorders. She has recently been added to the British Dietetic Association's (BDA) Roll of Honour in recognition of her ground breaking work on naso-gastric tube feeding under restraint as well as work on understanding veganism in eating disorders. This would usually be celebrated at the BDA's annual award ceremony but sadly this year, the awards were conveyed virtually so her moment in the spotlight didn't happen. Sarah is also shielding, so we highlighted her achievements with an interview on the ELFT website here to understand her work and find out how the Eating Disorder service has been supporting young people and their families during the pandemic. Here is an extract:

What did your work on veganism entail?

Veganism is an increasing choice for many people for a range of reasons. But sometimes, it might be symptomatic of someone who is trying to control their intake of food which can lead them to become seriously underweight. Our role as dietitians is knowing

when to support veganism and knowing when to call it out. Veganism is a protected status by law and a patient cannot be denied or discriminated for their belief and practice of veganism. So we have worked with The Vegan Society to develop meal plans which provide up to 3,000 calories so we have some good options now for people who are vegan.

And your work on least restrictive practices when tube feeding?

As you can imagine, this is a sensitive area. When someone's weight is gravely low, as well as therapy and other interventions, there may be the need to feed them against their wishes because their weight has reached a point where not to intervene could be life threatening. In such cases, people would be admitted under a section of the Mental Health Act. There was very little guidance or research out there about this and people were fed via a pump over several hours. As a result of our findings, the recommendation now is to administer up to one litre of feed over ten minutes. This change in practice allows the patient to engage in a more meaningful way with therapeutic activities.

What has been the response of young service users with an eating disorder?

From the very start it has taken us five years to work through the literature and relevant studies to completion and endorsement of the guidelines. There are 16 of us in the working group with representation from the BDA and the Irish Nutrition and Dietetic Institute. (INDI) It has been a great forum for discussion and there has been national and international interest in our work into this complex area of care. The feedback from individual young people, their families and staff is that this approach is greatly preferred.

How have you been able to support young people and their families during the lockdown?

The whole team is working remotely now. Working online has been good. Initially there were no new referrals; people were anxious about going to their doctor and were worried about being admitted to hospital, but now we have had a large increase. We are busier than ever but the feedback from patients and their families has been good. There has been the odd problem when a family have internet difficulties but mostly it has been fine and we have been able to provide good support.

The service is supported by the Trust's urgent mental health assessment centres at Florence Ball House and Calwood Court on the site of Luton & Dunstable Hospital, which provide 24hr walk-in mental health crisis support for all ages.

"This is a huge step forward in providing more accessible and responsive mental health crisis care for people of all ages," Dr Angharad Ruttley, the Trust's Clinical Director for Crisis Care in Bedfordshire and Luton.

"NHS 111 is known and trusted by the public and will now act as a first point of contact for people experiencing serious mental health challenges who don't think they can cope."

"It will also better connect all NHS mental health services across the county."

Crisis Support

MENTAL health crisis support for all ages is now available 24hrs every day across Bedfordshire and Luton by calling NHS 111.

NHS 111 will act as a first point of contact for any adults, children or young people in urgent need of mental health help.

Callers will receive fast and responsive support from NHS mental health professionals by selecting Option 2.

Trust call handlers will complete an immediate telephone triage and then signpost people to help and support or arrange a same-day mental health assessment by our mental health services for children and young people or adults.

The call handlers are based at Florence Ball House in Bedford Health Village, Kimbolton Road, Bedford.

Leighton Buzzard COVID Assessment Centre



THE Trust's Leighton Road Surgery (LRS) was used as a COVID-19 assessment centre for patients from Leighton Buzzard from April 22-June 19. Colleagues from LRS and the town's two other GP practices worked side-by-side to operate the assessment centre while continuing to provide primary care services for everyone who needed them as a Primary Care Network (PCN) made up of local practices.

Dr Farah Paruk (Lead GP, LRS), Alex McGarvey (Lead Nurse, LRS) and Penny Kestel (Minor Illness Nurse, LRS) reflect on how healthcare services in Leighton Buzzard, working together as the town's Primary Care Network (PCN), responded to COVID-19 at the peak of the first wave

The assessment centre was set up to review and assess any patient with confirmed or suspected COVID-19 or members of their household who needed face-to-face assessment. It was to provide a safe area for assessing patients away from the main surgery site and in this way protected other staff and patients.

All three surgeries provided clinical cover. Each shift had a GP, Minor Illness Nurse and Health Care Assistant. The LRS team provided the administrative and logistical support as well as the organisation of clearing the building and the necessary deep cleaning and PPE.

How many patients did you review?

We saw more than 100 patients. The role of the centre was not to test the patients for COVID-19 but to assess their symptoms and decide a plan of care. Some of the patients we assessed had already been in-patients in the hospital and therefore had a known

COVID-19 positive result. However, the vast majority were showing possible symptoms of COVID-19 and our job was to decide based on our clinical judgement if admission to hospital and further medical intervention was required or if they could be safely treated at home.

How did the centre help patients?

The main aim of the centre was to allow a 'safe place' for patients with symptoms of COVID-19 to be seen and assessed, away from their surgery's main site thus minimising exposure to the virus to the majority of patients and staff in the town. It provided a bridge between the community and the hospital so patients could be seen, assessed and treated quickly and effectively in a local setting.

How did you provide other primary care services at the same time?

The surgery identified staff who could work in the COVID-19 assessment centre and these became the HOT team. This allowed the remaining staff to care for our more vulnerable patients and those that were not showing any symptoms of the virus.

The practice followed NHS guidelines and reduced footfall to the surgery by introducing remote consultations for patients, by phone and video. Many of our patients were shielding and so were housebound. Practice staff who were not working in the assessment centre delivered necessary care to patients in their own homes.

A huge amount of work was done to identify patients who were at high risk of developing complications of COVID-19 and many hours were spent speaking to these

patients on the telephone. Staff who engaged in this activity found it immensely rewarding.

Children's and baby immunisations continued during the pandemic and a dedicated area of the practice was used for this group.

What were the challenges you and the rest of the team faced?

COVID-19 was a great leveller as initially none of us had any knowledge of the virus, how it would present or what precautions were required. Guidelines changed almost daily so the whole practice team needed to be able to adapt to new ways of working quickly.

One of the biggest challenges during the pandemic for all the staff was overcoming our own fears and anxieties including introducing the virus to our own families whilst aiming to deliver an effective safe service to our patients.

What did you learn professionally and personally from working in the centre?

We were all bowled over by the commitment to work together and the speed of change that happened within our own surgery and between the three surgeries that form the PCN. We have all expressed thoughts that as a group we were able to achieve more in two weeks than normally can be achieved in a year.

Working in the assessment centre we enjoyed strengthening relationships with the other surgeries, meeting new staff, seeing and working with old friends and creating supportive professional relationships across the PCN which we believe will be long lasting.

Now the temporary assessment centre has closed, what should people in Leighton Buzzard do if they have concerns about COVID-19?

Patients who feel unwell or are displaying symptoms should continue to contact 111 who will direct them to the most appropriate service. However we still have a dedicated facility at our Grovebury Road site to see, assess and treat patients who have symptoms in the surgery.



Flu Poster Competition



Leo Ingle, five, designing his flu jab poster.

A flu jab poster competition for creative children has been held by Leighton Road Surgery (LRS) as part of its work to encourage people to have flu vaccines this winter.

School-age youngsters from the town were asked to produce artwork promoting the key NHS message of 'Get your flu jab' through the initiative, launched in collaboration with the LRS patient participation group.

The winning design will be displayed throughout the LRS sites and through its social media channels.

Pre-school children were also invited to get involved by colouring in individual banners for flu prevention bunting that will also be displayed at LRS.

"Highlighting the importance of the flu jab to everyone – but particularly those over 65 and people with long-term health conditions – is incredibly important," said LRS Nursing Services Manager Alex McGarvey.

"We know how talented children are in the town and expect some eye-catching designs. We also hope this initiative will start to encourage discussion and awareness about why getting a flu jab this winter is so important."

LRS and the town's other GP practices will start providing flu jabs from October.

Don't Let Flu Creep Up on You

ELFT is encouraging staff to get a flu jab this year to ensure they are prepared for whatever the winter brings. With the focus on coronavirus, flu remains a risk to many, and could cause staff to be off sick when we need them most. Additionally, by having the flu jab, if they develop symptoms, at least they know it is unlikely to be flu and they should immediately self-isolate and get tested for coronavirus. Some could be unlucky enough to get flu and COVID as they are distinct viruses, but at least there is a vaccine to prevent flu. The flu jab is available free of charge on the NHS to people who are at risk of developing serious complications if they caught flu, or who live with someone who is a high risk (and who was shielding earlier this year). Your GP practice will contact you to arrange your jab. People who are inpatients at any of our units will be offered the flu jab. There is also discussion about offering the flu jab more widely to other groups including the 50+ age group to be confirmed later in the year.

Supporting Veterans and the Armed Forces

A call has been issued for colleagues, carers or service users to steer a project launched to better support armed forces veterans.

The Trust has joined the national Veterans Covenant Healthcare Alliance (VCHA), a group of more than 50 providers aiming to improve the healthcare veterans receive from the NHS. Part of the work will focus on understanding how veterans and the armed forces community use health and social care services and how they can be connected with services to meet their needs.

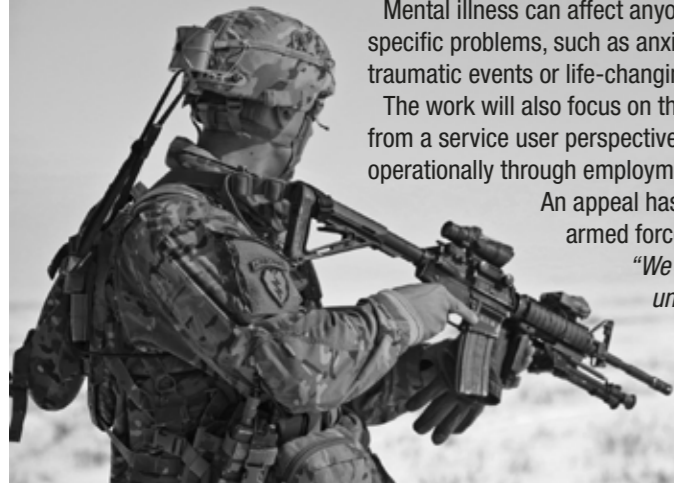
Mental illness can affect anyone, including veterans and their families. Some veterans may experience specific problems, such as anxiety or depression, which may relate to their transition to civilian life, traumatic events or life-changing injuries. They may also face cultural barriers to seeking help.

The work will also focus on the positive contribution which can be made by veterans through involvement from a service user perspective and also by considering how their skill-sets could also benefit services operationally through employment opportunities.

An appeal has been launched for anyone passionate about care and support for the armed forces community to join a steering group to discuss ideas and priorities.

"We want to better support this group of people, ensure we recognise their unique needs and consider how their specialist skills and experience can also support us in our work," said Jane Kelly, ELFT Clinical Lead for Recovery, who is leading the project with Dr Paul Gilluley, ELFT Chief Medical Officer.

If you are interested in supporting the Trust's veterans' work please email jane.kelly10@nhs.net



Dementia Help

A new Trust service has launched in Bedfordshire to help people with dementia stay out of hospital or mental health inpatient settings.

Bedfordshire Dementia Intensive Support Service (DISS) provides specialist support to those living with dementia, as well as the family, carers and professionals caring for those with the condition.

DISS operates 9am-8pm 24/7 year-round and provides an urgent response to people living with dementia in their own homes and care settings.

The team also provide:

- A response within four hours
- Timely and effective assessment and excellent care planning strategies
- Advice and support to enable people to stay in their own homes with reduced levels of distress and a better quality of life
- Specialist training to those working in care homes, domiciliary care as well as family members who want to keep their loved ones in their own homes for longer.

The service is open to anyone registered with a Bedfordshire GP (excluding Luton) and is commissioned by Bedfordshire CCG.

"We are here to help," said operational manager Lisa Davies.

"DISS will support and improve the quality of life of those living with dementia, and provide support to family and carers."

Referrals can be made by GPs or by families and carers direct.

Inpatient Dementia Assessment Unit Moves to New Home

The East London inpatient dementia assessment unit has moved to The Cazaubon Unit at East Ham Care Centre. It was previously based at Mile End Hospital. The 21 bedded ward needed to make space for Barts Health NHS Trust to develop a 'Green Zone' designed to be COVID-19 free to safely see their backlog of outpatient appointments.

IMPROVED VALUE



Say Hello to ELFT's Very Own Taxi Driver



the middle of June. Michael has been running journeys for us across East London for the past two months. He was initially just transporting staff and equipment but is now starting to pick up patient journeys. Theresa said "Michael has proved invaluable since joining us on Bank. At the same time, Michael has learnt many new skills".

Benefits

We've seen some surprising and really encouraging outcomes from this pilot already:

- As a Trust member of staff, Michael understands and embodies our Trust values in a way that our contracted taxi firms never could
- He has built relationships with staff who undertake frequent journeys and is starting to build relationships with key patients also; this has improved the experience for staff and patients
- The screen between the driver and passenger in a black cab has provided a safer transport method during the pandemic
- Black cabs can accommodate wheelchairs and are easier to board for those with mobility issues
- Our Digital Team have had to move around a lot of kit recently and Michael is managing all of this for them now. Black cabs are more spacious than other types of cars and can transport larger loads of equipment.

WE love it when our staff think outside of the box and come up with creative solutions. Over the past couple of months, a small project group has been testing a different method of moving patients, staff and equipment around our East London patch.

As an Anchor Institution, we are increasingly thinking of innovative ways to work with our local communities and employ local people. We are also keen to continually improve the value for money of our services and identify areas where we could potentially reduce costs. This project has brought together those two Trust priorities in a fantastic way and with some great outcomes.

Light Bulb Moment

Recruiting a black cab driver to our Trust bank was the bright idea of Theresa Coates, Head of Administration for our Newham Mental Health Directorate. During the pandemic, black cab drivers have seen a significant reduction in the requirement across London for their services and have suffered a reduction in their income as a consequence. Theresa thought that recruiting a local black cab driver could not only provide that person with reliable employment during this challenging period but also had the potential to improve the Trust's transport service and potentially reduce the overall taxi costs to the Trust.

Joining the Bank

We recruited our first black cab driver, Michael, to the Trust bank in



Some processes have become more efficient as a result of using our own driver and vehicle, e.g. Michael can drop a member of staff to a patient's home to take blood samples, wait, drop the staff member to the phlebotomy clinic, then back to their work base, all wrapped up in one cost and time-efficient journey

When compared with previous arrangements, we are saving approximately £300 per week!

We are now looking at rolling this out to other areas of the Trust.



Thank You from the East Ham Care Centre



THANK you to Mrs Donoghue and the pupils at Heathcote School, East London, for the wonderful artwork they sent to East Ham Care Centre to cheer up patients and staff.

New Director for New Primary Care Directorate

ELFT has established a new Primary Care Directorate in recognition of this growing area of the Trust's work. Marina Muirhead has been appointed as the Director for Primary Care.

Marina brings a wealth of experience to the role. She supported the setting up of the City and Hackney Primary Care Networks which will be the focal point of all health care going forward.

Her appointment is a coup for the Trust as she has detailed knowledge of primary care systems and processes so can help to support primary care practices we jointly provide with GPs. She will also help us to navigate new ways to co-ordinate services, and the crossover between primary care and secondary care.

In May, Dr Liz Dawson was appointed as Clinical Director for Primary Care. Marina will start her new role in September.

ELFT manages all its services using a Directorate structure. The Primary Care Directorate will be ELFT's ninth Directorate.

Our other Directorates are:

- Community Health Services
- Forensic Services
- Corporate Services
- Specialist Services
- Bedfordshire and Luton Mental Health
- Newham Mental Health
- Tower Hamlets Mental Health
- City and Hackney Mental Health

New Chief Digital Officer for ELFT



PHILIPPA Graves is ELFT's new Chief Digital Officer. This is a new executive role to the Trust and provides strategic leadership at Trust Board level. Philippa started her career as a radiographer. She says the first area she plans to focus on is benchmarking the Trust's digital systems, looking at the number we have, whether they are interoperable, cyber safe, and optimised to do what we need.

Hubs Artwork



ARTWORK has been installed at the Trust's new mental health assessment hubs in Bedford and Luton to provide a more welcoming environment.

Students from the Bedfordshire and Luton Mental Health Recovery College have produced the warm and comforting designs, which have been installed in waiting rooms at the hubs at Florence Ball House in Bedford and Calwood Court on the site of the Luton & Dunstable Hospital.

The project was coordinated by Ben Salmons, the Trust's Break the Stigma campaign lead who is working with the mental health hub and crisis teams to make the hubs feel welcoming.

"I am so grateful to the Recovery College students for producing such fantastic artwork," said Ben.

"The hubs are here to help people struggling with their mental health.

"We want anyone walking through the door to feel they are in a safe and supportive place. I hope the artwork in the assessment rooms will help make them feel more welcoming for those accessing the service."

Better Connections to Improve Care



A project to improve patient care by building better connections between NHS primary care and mental health services in Leighton Buzzard has been launched.

The Trust's Leighton Road Surgery (LRS) team and community mental health team at Crombie House in the town are working together to provide improved care for LRS patients who also need mental health support.

Ideas being considered as part of their Quality Improvement (QI) project include:

- Mental health first aid training for all LRS staff shaped in partnership with service users and carers
- Clearer and more efficient communication between services
- Reviewing referral pathways
- Fostering closer professional relationships between the two services
- Holding Multi-Disciplinary Team (MDT) meetings to include other professionals including social prescribers and pharmacists
- A mental health team presence or clinic at LRS

The QI project team includes colleagues from LRS, Crombie House, People Participation (PP), service users, patient family members and Bedfordshire Wellbeing Service (BWS).

"Our hope is that this process will foster greater collaboration, provide enhanced training and demonstrate how primary care can work more closely with community mental health services in providing patient-centred care," said Dr Farah Paruk, Lead GP at LRS.

"A common complaint from patients is that they can feel a bit lost in the system. We can remove some of those concerns by improving how the system works, how we communicate with NHS colleagues and how we communicate with patients."

A first round of project meetings have been held to consider ideas and the team will now move to testing some of the suggested changes.

Podiatry Services Step Up During COVID-19 Pandemic



STAFF across the whole organisation found themselves stepping out of their roles, moving to new jobs and doing whatever was needed during the COVID-19 pandemic. None more so than the Trust's Foothealth specialists. Emma Stoneman, Podiatry Locality Lead for Bedfordshire and Luton says, "During the pandemic, ELFT Podiatrists and Podiatry assistants have been vital in reducing pressure in other parts of the health care system and freeing up capacity to respond to the crisis. By prioritising care and treatment to those at high risk of developing foot infections and ulcerated patients, Podiatrists have contributed to the prevention of unnecessary hospital admission and amputations.

They have achieved this through a range of interventions such as carrying out non-medical prescribing (responsive and timely management of foot infections) vascular assessment (to identify and fast track lower limb critical ischaemia) wound management and wound assessment, and virtual and telephone triage and assessment of high risk patients to prevent deterioration in foot health"

Some staff took up roles on inpatient therapy units or supporting discharge home from acute care. Some work in Orthopaedic outpatients departments supporting patients with minor injuries and post-surgical dressings and some podiatric surgeons have supported surgical teams by providing operating theatres.



New People Participation Lead



Sheila Menzies

A familiar face to service users is the Trust's new People Participation (PP) Lead for mental health services in Central Bedfordshire.

Sheila Menzies is the new lead and joined the PP team from her role as Quality Assurance (QA) Facilitator in the Trust's QA team.

Sheila worked with service users to support their involvement in audit and Care Quality Commission (CQC) processes and to allocate and coordinate Service User Assessor Teams to complete accreditation visits across the Trust.

"My role is to work with service users to promote People Participation and support them in getting involved, which in turn will enable them to develop confidence and skills as a way to support their recovery journey," she said.

"I am also keen to promote carer involvement in Trust priorities.

"As a carer of someone with a mental health diagnosis I am aware of the impact that looking after a friend or loved one can have in a time of crisis. Providing platforms for carers to give feedback and get involved will help generate ideas and improve services. Supporting carers and ensuring their wellbeing will help us to deliver a positive experience of care."

Any service users or carers interested in People Participation can contact Sheila by emailing s.menzies@nhs.net

Police Hub Anniversary



Mental Health Partnership



A partnership mental health hub that provides police and NHS help for the public and officers has been praised after a successful first year that included avoiding more than 1,500 detentions.

Trust mental health professionals work alongside Bedfordshire Police colleagues in response to people experiencing a mental health crisis.

The hub was launched last summer and acts as a central connection point for existing and new mental health services provided as part of the partnership.

It provides faster and more effective access to the range of specialist mental health support available inside and outside the force.

"The hub is making a tremendous difference in how our organisations connect, improving efficiency and - most important of all - is providing the right help at the right time for people who need mental health support," said Liz Munday, ELFT's Interim Assistant Director for the Crisis Pathway in Bedfordshire and Luton.

The hub is based within the Signpost Hub, which provides public and victim support services at police headquarters in Kempston.

Creating Something Beautiful in the Time of COVID-19

TOWER Hamlets Centre for Mental Health's Mohammed Adams is not only a dedicated and hard-working social therapist but also a talented and creative artist and designer. He has put his unique skills to work during COVID-19 to create and design beautifully made bespoke scrubs for staff across the whole unit.

Word travelled fast, and now people come looking for Mohammed to put in their own request for designs! "Before I became a social therapist, my passion was arts and crafts and it still is", explained Mohammed. "I have a unique way of seeing things, and I try to put that into my designs. My family's roots are in Ghana and whenever I visit I bring back new ideas and influences." Service users have also enjoyed seeing people wear the scrubs. Mohammed has created designs for their t-shirts too. "It has been good to help people cope with their anxiety at this difficult time. It has broken down some barriers."



Farewell to Mary Elford

NON-EXECUTIVE Director Mary Elford is leaving ELFT after eight years on the Trust Board. She has been the Vice Chair for Luton and Bedfordshire. Mary leaves to be the Chair of Cambridgeshire Community Services NHS Trust from 1 April 2020.

Paul Calaminus is ELFT's Interim Chief Executive



IN a message to staff, governors and stakeholders, ELFT Chair Mark Lam has announced that the Trust Deputy Chief Executive, Paul Calaminus, is to be the interim Chief Executive during the recruitment process.

In his message, Mark said "I am delighted that Paul has agreed to be our interim Chief Executive. I and my Board colleagues feel we are in good hands. Paul has led the Trust's response to the COVID-19 pandemic with great leadership, compassion and calmness. Those of you that have worked with him will know he is considered in his actions, a great listener and highly approachable."

Dr. Navina Evans CBE is to leave the Trust at the end of September to take up her new role as Chief Executive of Health Education England after four years as Chief Executive, and almost 15 years as a Consultant Psychiatrist in Child and Adolescent Mental Health Services in Newham.

The Trust Board is keen to take time to recruit a new Chief Executive. The appointment decision will be made by the non-executive directors

and approved by the Council of Governors. Mark is keen that staff, service users, governors and key external stakeholders are involved in the process.

Chair's Tribute to Navina

In his address, the Chair thanked Navina for her long service to ELFT. He noted her 'unique and impressive leadership over the last four years.' He went on to say, "The special culture I have discovered at ELFT in respect of the Trust's values of care, respect and inclusion, emanates from her. She has had such a strong focus on people - both staff and our population. She has worked to address inequalities in our communities at all levels. She is open, not afraid to ask awkward questions and to bare her soul, which has enabled others to do the same. Her strong belief in quality improvement has enabled the Trust to be confident we are providing meaningful services to our communities. Her enthusiasm, energy and humour will be missed. I know you will join with me in wishing her the very best in her new role, and thank her for her contribution, not just in recent years, but in her previous time as a consultant psychiatrist."

Farewell Navina

A gallery of images of Dr Navina Evans CBE. Star of stage and screen, Navina preferred to send a video message to staff each month rather than write a memo or a message. No event was complete without Navina's opening remarks or at the end summing up the salient points.

She is a people person who would be most likely to be found talking to staff and picking their brains, than sitting in an office.

She introduced 'Breakfast With Navina' sessions to get quality time with smaller groups of staff to hear from them how the work was, the issues, the obstacles and what would make life better. These morphed into 'Lunch With Navina' and then online engagement sessions or simple catch-up calls due to COVID-19. Navina, thank you for your long commitment to ELFT, and for your warm and inspiring leadership.



L-R: Lawford Cloug, Philip Gianville, Navina Evans, Sheraz Ahmad, Andrew Horobin



Navina and Ferdi



Navina chatting to colleagues



Newham Community Services Have Breakfast with Navina Nov '17



Navina Global Health



NHS 70 tea party

Interview With ELFT Chair Mark Lam



AS anyone who has started a new job during the pandemic will know, it is a challenge to get to know the people you work with and the organisation when you cannot actually visit and meet folk in the usual way. This has been true for our new Chair, Mark Lam, so in this interview, he tells us a bit about himself, why he is happy to be here and his vision for the future. Some of the questions have been submitted by staff.

What attracted you to working in a mental health and community health trust rather than an acute trust? I honed in on mental health as we have personal experience of mental health issues within my family. I became aware of the impact of mental health when leading on diversity and inclusion when I worked in Telcoms. Where there is unfairness in society and people are unequal, it strikes at the heart of what makes us who we are. I was struck as a lay person at the disproportionate impact of these factors on certain demographic groups. Additionally, I was drawn to work with a mental health and community health trust as I feel the future of NHS care is outside hospital settings and I was excited at the potential to be involved in this.

What exactly is your role in layman's terms? I am responsible for the Trust Board and ultimately accountable for the Trust, working closely with the Chief Executive. My role is to oversee the direction we take and the vision we aspire to. I regard myself as an ambassador for the Trust to promote its great work at a local, national and international level.

How are you balancing the two Chair jobs? (Mark is also Chair of Barnet, Enfield and Haringey Mental Health NHS Trust. (BEH)) Are there any benefits to having a view of two trusts? I'd be lying if I said it wasn't challenging! But both are mature organisations with strong leadership teams that support me. Both trusts have a lot in common so we have a chance to share good practice and you face the same challenges. For instance, the work ELFT is doing around race and inequalities is

really interesting and I think BEH would like to do more along these lines. When BEH achieved its first Good inspection rating, there was such a sense of achievement. Both organisations are confidently open but are humble too.

How have you been getting to know ELFT and meet key folk, especially with the limitations of COVID restrictions? I would love to be able to stop by and say hello to people. I have met staff when visiting Alie Street and I visited the CAMHS Team at Charter House in Luton. I am a very social person but I am comfortable with technology too. I have been able to meet the Trust Board and the Governors in online meetings and have 'virtually' visited a few wards too to say hi. I really want to be able to thank everyone for the incredible work they have done during the pandemic.

What are your impressions of ELFT so far? What do we do well here? I have been struck by the openness here. Despite being a high performing trust, you are not complacent. I was attending a meeting for the first time and an honest discussion took place, calling out some issues that needed to be addressed - all in the spirit of continuous improvement.

Where do you think we need to make gains? Although I am aware that a lot has been done, I think we need to do more to ensure that service users and colleagues in Luton and Bedfordshire feel part of the Trust and feel equal. It can be a slow process and we need to recognise local differences.

I think the coronavirus pandemic has highlighted health inequalities that we have previously failed to address in any meaningful way before. COVID has shone a light on the disadvantages faced by certain demographic groups who have suffered adversely.

I think working with regional partners in Bedfordshire, Luton and Milton Keynes (BLMK) and with North East London Health and Care Partnership can form the building blocks to make a material difference alongside public health and primary care teams. We need to make it easy for people to access services that help their health and wellbeing, understand the different needs of different communities and develop services which are the best fit for them and that land well. We have a big opportunity here providing locally run services as we do.

What do you think are the next key developments/changes for the NHS especially since the pandemic? I think we can already see the impact on the social fabric

of our society and the mental health issues this has raised. We are in all likelihood about to experience the longest and deepest recession we have ever seen. But we are well prepared and there has been a lot of planning over the past few months. It is hard to predict, and we need to be flexible and adaptable. For many, this will be the first time they have ever come forward for help with their mental health. We are talking to our local authorities and charity sectors to collaborate with them - we need to join forces to support our local communities.

What has a positive impact on your own mental health? Physical exercise! I have really learnt this about myself. When I was a senior telecoms manager, I had to do a lot of weekend working and unsocial hours. I was driving myself into the ground because I wanted to do a good job and get a promotion. From that moment on, I drew a line under it all. I started to swim and go on long walks. The thing is, my mind worked better, I was working more smartly and I did get the promotion. As well as exercise, I am an avid amateur pianist and I find it relaxing to play pieces and refine my technique.

What type of things do you do to support your family, friends and colleagues? I think you need to be there for people even in these uncertain times. Little things matter - not grand gestures. You have to listen to people and keep in touch with loved ones. The test is when things aren't going well. I don't have a large social circle but you have to stay in touch, see each other when you can and put in the effort.

What did you want to be when you were a child? I wanted to work at the United Nations! I loved the idea of the world coming together.

Who would be your four VIP guests (dead or alive) for who would join you for a socially distanced picnic?

Nye Bevan - to ask him what he thinks of the NHS and did he ever envisage it would grow to be the incredible institution it is today.

Kate Bush - I am a huge fan of her music. I like her attitude. We would have to have vegetarian food on the picnic!

Dr Sun Yat-sen - He was a revered revolutionary leader in China, responsible for over-turning millennia of dynastic monarchy and for his great love for his people.

Malala Yousafzai - I'd love to meet her. Her passion for equality at personal risk, someone who truly believes in making the world a better place.



Pocket QI – for ELFT Staff, Service Users and Carers

POCKET QI is a full day course, delivered in two parts. You have the option to take the course over one full day, or split it by doing Part 1 first, and following up with Part 2 in a later week. At the present time our will be delivered virtually.

The dates and module times for our next upcoming sessions are:

Cohort 35

Part 1: Friday, 11 September 2020, 09:30 – 12:30
Part 2: Friday, 11 September 2020, 13:30 – 16:30

Cohort 36

Part 1: Wednesday, 30 September 2020, 09:30 – 12:30
Part 2: Wednesday, 30 September 2020, 13:30 – 16:30

Cohort 37

Part 1: Wednesday, October 2020, 09:30 – 12:30
Part 2: Wednesday, October 2020, 13:30 – 16:30

Cohort 38

Part 1: Wednesday, 28 October 2020, 09:30 – 12:30
Part 2: Wednesday, 28 October 2020, 13:30 – 16:30

Cohort 39

Part 1: Tuesday, 10 November 2020, 09:30 – 12:30
Part 2: Tuesday, 10 November 2020, 13:30 – 16:30

Cohort 40

Part 1: Wednesday, 25 November 2020, 09:30 – 12:30
Part 2: Wednesday, 25 November 2020, 13:30 – 16:30

Cohort 42

Part 1: Friday, 11 December 2020, 09:30 – 12:30
Part 2: Friday, 11 December 2020, 13:30 – 16:30

You can join online here: <https://qi.elft.nhs.uk/event/vpqi/> or email: elft.qi@nhs.net

VIRTUAL QUALITY IMPROVEMENT TRAINING

SIGN UP NOW!

Pocket QI Modules Include:

- Overview of Quality Improvement methodology, including the Model For Improvement
- Developing measures and using data for improvement
- Testing and using PDSA (Plan Do Study Act) cycles
- Application of commonly used QI tools

Running twice a month
Delivered Via: Zoom Virtual Classroom
From 09:30 to 16:30

QR code: <https://bit.ly/31ZMELr>

Contact: elft.qi@nhs.net | <https://qi.elft.nhs.uk/>

ELFT Quality Open Morning, 19 November 2020, 10:30-13:00

Spend a morning with us and learn more about:

- How the organisation is applying systematic continuous improvement to tackling complex quality issues in mental health and community services, hearing directly from the teams leading improvement work
- How the organisation is shifting to being improvement-focused, building capacity and capability for improvement at scale, and making quality its business strategy
- How patients, carers and families are partnering with staff and leaders to influence decisions, define quality measures and being part of all improvement work

Sing up here: <https://qi.elft.nhs.uk/event/elft-qi-open-morning-nov-20/> or email elft.qi@nhs.net



Thank you for Standing in our Governor Elections 2020

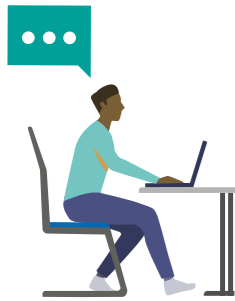
WE had an amazing response from our members and staff members to nominate themselves to become an ELFT Governor. Nominations opened on 15 July and closed on 12 August to elect two Governors in Hackney, two in Luton, one in City of London and five Staff Governors. We are delighted to hold contested elections in all of the constituencies up for election. Twenty-four excellent candidates nominated themselves. ELFT would like to thank each and every candidate for putting themselves forward for the opportunity to work with our Trust Board and make a difference to those who use our services and work for ELFT.

Voting opened on 4 September and Members and Staff in the four constituencies mentioned above had the important role of deciding who they would like to vote for. To ensure the election process was fair, Civica who provide election services ran the elections for ELFT.

Voting ends on 29 September and the election results will be announced on 30 September once all candidates have been informed of the outcome.

You will be able to view the election report once available on our website at: <https://www.elft.nhs.uk/Get-Involved/Council-of-Governors/Council-of-Governor-Elections/Current-Elections>

Joint Annual Members Meeting Annual General Meeting



THIS year's joint AMM and AGM will be on **Wednesday 14 October** from **3:30pm – 6:30pm**. Due to government restrictions around the current Coronavirus pandemic, this meeting

will be held online using Zoom which is a video conferencing platform, so you will be able to join the meeting from the comfort of your own home. If you do not have internet facilities, you can also join the meeting via your telephone (although of course you will not be able to see what is happening).

As usual the meeting will include our finance and Governors report as well as an overview of the past year from our Acting Chief Executive. We will reflect on the past year and look at the impact of the Coronavirus pandemic on our services, on our patients, carers and staff.

How to join the meeting

You will need to download the Zoom app onto your computer or device and set up your login details for this if you do not have this

already. You can download the app for free at zoom.us/download

If you wish to join by telephone, please contact the Governors and Members Office on **0800 032 7297**

and leave your details (name, contact number and postcode and contact number). We will get in touch with you before the meeting with the phone number and dial in details.

If you are viewing this newsletter online, you can book your place by clicking on the following eventbrite link: <https://www.eventbrite.co.uk/e/elft-annual-members-meetingannual-general-meeting-tickets-115755597107>

Alternatively, please email elft.membership@nhs.uk to book your place and give your full name, address and contact number.

Once you let us know you would like to join, we will be able to send you a Zoom meeting link nearer the time of the meeting and more information about the meeting.



Online Stakeholder Meetings

WE are pleased to be able to reinstate local stakeholder meetings for our members and stakeholders including carers and service users. Due to government restrictions due to the Coronavirus pandemic, all public meetings had to be deferred. However, ELFT are now holding meetings virtually for the time being, which have been working well. Online meetings for stakeholders in Bedfordshire (Bedford Borough and Central Bedfordshire) and Luton were held in September where stakeholders received updates about services in these areas and the impact of the Coronavirus on our services – as well as shared with us how the pandemic has affected them.

How you can join an online stakeholders meeting?

The next meeting for London Stakeholders is taking place on **20 October** (see details opposite). If you would like to join this meeting, you will need to email elft.membership@nhs.net or phone **0800 032 7297** (Freephone) in advance of the meeting. You will then receive details on how to either join online or dial into the meeting (if you do not have internet access).

London Online Stakeholders Meeting

**20 October
2020**

**3:30pm
to 5:00pm**

RSVP:
elft.membership@nhs.net
Tel: 0800 032 7297

RSVP to receive video or dial in details

Join for updates on how we have managed services during COVID-19, plans for the future and share your experience and feedback.

WE understand it's all very different to holding meetings at a venue, however, we want to ensure everyone's safety and for now this is the best way to hold meetings and continue to keep our Members and Stakeholders informed. We will still have presentations about our services and an open discussion. We look forward to seeing you soon at one of our meetings.

The next Bedfordshire Stakeholders meeting is scheduled for 17 December 2020 TBC. If you would like to join this meeting online or dial in please contact us to let us know.

Meetings for 2021

We will be planning further dates for these meetings for Luton, Bedfordshire and London in 2021 and will send details to all our members in due course.

It's a great way to keep in touch with your local NHS services and it's free to join. If you have not yet joined as a member you can either join online by going to the Members area of our website at www.elft.nhs.uk or call us on **0800 032 7297** (Freephone).

**Become
an ELFT
Member**

Wellbeing Games

THE efforts of more than 300 colleagues and service users have been praised after a week-long campaign to promote exercise and the benefits of good physical health on mental health.

Mental health inpatient units were competing in the first digital Bedfordshire and Luton Wellbeing Games.

Points were awarded for the number of colleagues and service users participating in online exercise sessions and for social media posts showing teams taking part in activities from a dance-off to press-ups.

Coral Ward at the inpatient site off Calnwood Road at Luton & Dunstable Hospital took top spot and bragging rights in the light-hearted contest. Cedar House in Bedford was awarded the trophy for the best staff participation numbers.

More than 90 people were involved in the final exercise session of the week.

"I consider myself extremely lucky to work with such amazing people," said Bedfordshire and Luton health development coordinator Steve Muggridge, who organised the initiative with sports therapists and other members of the Occupational Therapy (OT) team.

"In one week we have engaged more than 180 patients and 130 members of staff in physical activity for at least 30 minutes every day."

Coral Ward, Cedar House, Willow Ward, Fountains Court, Ash Ward, Townsend Court, Crystal Ward, Poplars, Onyx Ward and Jade Ward were all involved.



**Wednesday
14 October
2020**

**15:30
to
18:30**

Online

This year, you will be able to join us from the comfort of your own home and still have the opportunity to hear a range of speakers: some new faces and some familiar faces, with a few surprises thrown in as well.

To book your place, please email: elft.communications@nhs.net

We will contact you nearer the time of the meeting to share details on how to join the meeting.

We cannot reflect on the past year without talking about the impact of the coronavirus pandemic on our services, on our patients and service users, and on our staff. So we plan to spend a segment of the meeting sharing what we have learnt and what we will take forward in future planning.

As well as the usual standing items of the meeting: Governors Report, Finance Report and Chief Executive Overview... plus your questions.

If you haven't been to an online meeting before, you can find information and some short films on our website to learn more.