

Autumn 2017

TRUSTtalk

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



Wellbeing Games

Celebrating 10 Years
as a Foundation Trust

Home not Hospital
Where Possible

We care We respect We are inclusive



East London
NHS Foundation Trust

Chief Executive FOREWORD



Dr Navina Evans

IT has been a busy summer during which the Trust has hosted a number of visits. In August, I was delighted to meet with Mohammad Yasin, the new MP for Bedford and Kempston. We discussed a wide range of topics including hospital services, staff recruitment and mental health awareness.

In July, Bedfordshire's Path 2 Recovery (P2R) team, the Drug and Alcohol service for the county, welcomed Andrew Selous, MP for South West Bedfordshire to their service. He visited their offices to learn more about the work of the service as he researches drug addiction and substance misuse in his constituency and across the county.

Chris Hopson, CEO of NHS Providers visited ELFT in August to gain a greater understanding of the work of the Trust. He visited the Coborn Centre for Adolescent Mental Health in Newham as did Niall Dixon, Chief Executive of the NHS Confederation, who visited us at the end of August. The NHS Confederation and NHS Providers are bodies that brings together and speaks on behalf of organisations that plan, commission and provide NHS services.

The Mother and Baby Psychiatric Unit hosted a visit from Dr Jo-Anne Black, the Programme Director for Perinatal Mental Health in NHS England. And Dr Philip Dodd, the Irish National Clinical Advisor and a delegation from Ireland, will be visiting the Community Learning Disability Services in Tower Hamlets in September on a fact-finding visit.

I love that stakeholders and leads come to our Trust not just to speak to the senior team but to speak with staff delivering services who have practical knowledge to impart. It makes me feel proud of the teamwork here.

I have further reason to be proud due to the number of awards some of our teams have been shortlisted for. Congratulations to

the Memory Services in Tower Hamlets, City and Hackney and Newham who have been shortlisted for a Royal College of Psychiatry Award, and to The Butabika Link which has been shortlisted for a Health Service Journal Award.

You will see on page 5 that we have opened a central community hub for community teams in Bedfordshire. This extensive refurbishment will provide a good environment for service users and staff alike. I'm especially looking forward to visiting the café managed by service users!

And on page 3, you can read about the 'blue light' initiative launched by the Trust and the City of London Police. The Mental Health Street Triage pilot means that people in the City of London experiencing a mental health crisis have fast access to a mental health assessment, treatment and care.

Jonathan Warren, ELFT's Chief Nurse/ Deputy Chief Executive has announced his intention to leave the Trust to take up a new role at Surrey and Borders Foundation Trust. Jonathan has had various roles in the Trust since the late 80s and has been on the Trust Board for a number of years. I want to thank him for his tremendous contribution to the work of the Trust, and wish him well for the future.

This year has been ten years since we became a Foundation Trust. Looking back, (see pages 8-9) I am reminded of what an amazing journey it has been and how much has been achieved. Thank you to every service user, carer, staff member, governor, foundation trust member, commissioner – anyone who has helped us along the way to provide the best care we can when people need it, and to improve the health of our local communities.

Dr Navina Evans



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ELFT Annual General Meeting

Thursday 5 October 6pm-7:30pm

Open to all. Food and refreshments from 5pm.

Keynote Speaker: Lord Victor Adebawale, Chief Executive of Turning Point Bishopsgate Institute, Bishopsgate, London EC2M 4QH

See page 14 for information about the Annual Members Meeting happening earlier in the day.



Home Not Hospital - Where Possible

Changes to Rehabilitation Services in Tower Hamlets

HEALTH and social care services in Tower Hamlets have established a number of new community teams to focus on supporting local residents who become unwell, to be looked after in their own homes.

This is to relieve pressure on A&E services, long waits to be assessed, and avoid the need for a hospital admission. It also means that services are in place so that when someone admitted into hospital becomes medically stable, services are in place to enable the rest of their care to happen where they live.

Admission, Avoidance and Discharge Service

This service has two components which focus on supporting people in their home and getting them back home from hospital as soon as possible.

The Rapid Response Team

The Rapid Response Team offers immediate intensive nursing care to support people in the acute phase of illness at home without



District Nurse Fatima Ali-Yousuf with a patient being looked after at home

the need for them to attend hospital at all. Their GP or the Ambulance service can refer straightaway and the Rapid Response team will carry out an assessment within two hours.

The Discharge to Assess Team

The Discharge to Assess Team coordinate the discharge of people from hospital as soon

as they are medically stable, assessing their health and care needs in their own home on the same day.

Short-term Rehabilitation Provision

There may be rare occasions when an individual cannot be supported where they live straightway; but are medically fit and don't need to be in hospital either. In such cases, they will be transferred to a short-term community facility to continue their rehabilitation and recovery.

New Older Person's Clinic

The Older Person's Clinic is a service which aims to help older people to stay healthy, mobile and independent. It aims to prevent ill health by catching problems at an early stage. The Clinic offers a physical MOT, a review of medication, interventions and adaptations to people who show early signs of change or deterioration.

City Mental Health Street Triage Service Launched



A 'blue light' initiative to ensure people in the City of London experiencing a mental health crisis have fast access to care has been launched by the Trust and City of London Police.

The pilot Mental Health Street Triage (MHST) service consists of an occupational therapist and social worker who travel with police officers to incidents where there is an immediate threat to life flagged by the 999 control room – someone threatening to self-harm, or commit suicide – or where a third party has contacted the police or ambulance and expressed concern for someone.

The triage is designed to deliver fast and efficient access to care and avoid unnecessary 'Section 136' detentions in a place of safety under the Mental Health Act.

The place of safety is usually a specialist suite in a hospital setting, where patients are formally assessed by mental health professionals.

The section is used when individuals require care or control for their own

safety and is used as a last resort by officers.

The MHST team are helping reduce detentions by assessing individuals and identifying appropriate care or support, which can include arranging contact with drug and alcohol services and colleagues from across mental health services.

The service also aims to reduce the amount of time police officers, and other emergency services, spend managing mental health situations and to reduce inappropriate admissions to hospital emergency departments.

The team are based at Bishopsgate Police Station and operate from 5pm-3am Wednesday to Sunday.

The operating hours have been set around the hours when most 136 detentions have

occurred and when the 'night time economy' of late-night bars, clubs and restaurants is at its peak and officers are at their busiest.

Outside these hours, the response to a mental health crisis will follow the usual processes already in place.

Dean Henderson, Borough Director for City & Hackney Services, said: *"Our goal is to help vulnerable individuals feel calm, safe and reduce the number of people in crisis needing to be taken to places of safety for assessment. Early indications are that the Street Triage Scheme is doing just that. This is a better outcome for the people dealt with and a better use of police and NHS resources."*

Sergeant Mark Montgomery, who is leading the trial on behalf of the City of London Police, said: *"Our plan is to use street triage to create a better understanding of mental health for officers and enable them to have the ability to seek specialist advice so better judgements can be made on the street about patient care ... more importantly it provides officers with advice and assistance in making decisions about a person's vulnerability and welfare."*

The MHST service started on May 31 and will be piloted until December 2017.



Mental Health Campaign in Bedfordshire & Luton

THIS summer, Talking Therapy services in Bedfordshire and Luton launched a campaign across the county to raise awareness of mental health services that can help when people are struggling with emotional and psychological issues.

The Bedfordshire Wellbeing Service and the Luton Wellbeing Service particularly wanted to target adult males, older males and people from black, minority ethnic communities who, statistically, are less likely to come forward for help if they are not coping. Posters are in position at bus stations in bus shelters, on digital screens and bus rears. They are positioned in train stations too. The campaign featured on the wrap of local newspapers and has been the focus of a social media campaign too. The teams will ask people who get in contact about where they heard about the service to determine the best approach for publicising services in the future.

NHS

"I wish I could switch my brain off."

Get help now 01582 393130
lutonwellbeing.nhs.uk

"Insomnia was real for me until I got help from the NHS Wellbeing Service."

Luton Wellbeing Service

NHS

"I feel pressure every day but have nobody to talk to."

Get help now 01234 880400
bedfordshirewellbeing.nhs.uk

"Worry was real for me until I got help from the NHS Wellbeing Service."

Bedfordshire Wellbeing Service

Honorary Doctorate for Campaigning Ben



In July, Ben Salmon, founder of the Break the Stigma was made an Honorary Doctor of Science. Ben, who has battled his own mental health challenges, created the Break the Stigma initiative to help people across Bedfordshire understand more about the subject and to tackle common misconceptions.

He described the doctorate as a 'huge honour' and added: *"I really hope it will help others who are struggling with mental health difficulties see that things can get better. When I was ill, I never thought anything like this would be possible, but getting help and support really did turn my life around."*

Ben received a rousing round of applause when he used his acceptance speech to personally thank his mum, Ann, for her unconditional true love throughout the good times and bad.

Bedford College Students Perform Mental Health Play



Talented performing arts students from Bedford College have taken centre stage to help change attitudes about mental health. The play was staged as part of a whole day named 'Breaking down

Barriers in Mental Health - Personal Resilience'. The day included talks from mental health consultants, psychiatrists and service users.

The aim of the event was to challenge mental health stigma, so the students took time to improve their understanding of mental health by speaking to staff and meeting service users, Keira a student who was featured in the play said: *"We went to the Bedford Wellbeing Centre and we spoke with service users... we found out that it is all very individual, and even though you may have the same illness, your personal experience may be completely different."*

The play was followed by Sarah McCulloch, Director at accmuk.com who spoke about how mental illnesses are stigmatised and viewed negatively in different cultures and ethnicities prior to the students' performance.

She was quite clearly impressed by the performance and told students that she would like them to send a recording of the play to her and to other charities, as she thought it would be beneficial in getting the right message across. Bedford College's Ashley Gallagher said that many of these students will be coming back to the college in September to progress from Level 2 to the Level 3 course. *"I feel like they have been on a journey of developing a better understanding of themselves and their own mental health and wellbeing and being able to identify with one another on a better level."*

New Pathways into a Career in Health Care

PEOPLE who are interested in working in health care have some new options to get started or progress in their NHS career. Fahida Hussein has landed a job in the Trust following an ELFT apprenticeship course. Fahida and manager Jane Canning talk about the apprenticeship approach at ELFT.



The Apprentice

Fahida Hussein undertook an Apprenticeship with ELFT, in City and Hackney, which she completed this year. (Pictured with head of Administration, Sarah Canning)

Fahida Hussein: I was attracted to undertaking an Apprenticeship so that I could 'earn while I learned' - learn new skills every day, gain experience as well as working towards a qualification. It was absolutely perfect for me!

On my first day, I was nervous, excited and overwhelmed. I was going through so many emotions but I felt at ease very quickly. The people I worked with made me feel comfortable and welcomed.

Administration interests me as it allows me to put my skills into

action. I see myself as a perfectionist and I enjoy being organised. I like to know where everything is as it's less time-consuming and is very rewarding.

The highlights were working with customers/service users and interacting with others. The challenges were dealing with difficult situations and people at times. However, I see this challenge as a success as you have to learn the skills to overcome issues and move forward. In my view, this is to stay calm, listen actively, be empathetic and apologise if something has gone wrong. The work is interesting and I had a supportive manager and tutor.

I didn't get a job straightaway. But when one came up, I applied and am now a permanent member of staff at Vivienne Cohen House. To anyone thinking about an apprenticeship, I would say 'Go for it. You definitely won't regret it!

The Manager's Perspective

Sarah Canning: It has been lovely to see how enthusiastic the apprentices were. They really became part of their respective teams with some going above and beyond what we expected from them in their roles.

There were a few issues with time management for some – these are young people in their first job. They had to learn working life processes and our expectations. But once they're in the team, the apprentices are the same as any other staff member.

It feels like the right approach to recruit from the local community. We can develop them, and share our values and culture so that they fit in and are in a position to confidently support clinical colleagues and service users. All teams should consider having an apprentice. Once in, you will be pleasantly surprised at the positive impact they have on everyone.

For more information about apprenticeships, go to the 'Working for Us' section of the ELFT website: www.elft.nhs.uk

Launch of Central Hub for Community Mental Health Services in Bedford

THE Trust has completed an extensive refurbishment of Florence Ball House investing nearly £1m in the project to create a single base of operation for its community services.

The site is now home to Bedford Older People's Community Mental Health Team (CMHT), Bedford East CMHT, Bedford West CMHT, Bedford Memory Assessment Service (MAS) and Bedford Assertive Outreach Team (AOT).

The services include integrated administration support, psychology, occupational therapy, medical support previously provided through outpatient appointments at Bedford Hospital's Weller Wing, Bedford Physical Health Clinic, a Denezapine clinic and a depot clinic.

The modernised building also includes a new-look café run by service users, therapy rooms and increased hot-desking spaces to provide greater opportunities for flexible working for the busy clinical teams.



"The creation of this central hub for Bedford services will benefit staff, service users and the community. Communication between colleagues and services will improve and service users will receive a smoother, more coordinated service in a modern, light and pleasant environment."

- Michelle Bradley, Director of ELFT's Bedfordshire Mental Health and Wellbeing Service

A New Approach to Community Nursing



Over the summer, a new approach to community nursing started in Tower Hamlets. The Neighbourhood Care Team pilot will support people to:

- Recover from a health issue
- Gain stability and independence if they have a long term health condition
- Receive intensive support and end of life care

The team is unique in that the nurses have the freedom to plan their hours around the needs of the patient. They will have no boss - and will be a self-managing team and determine their own schedules and rotas, and be responsible for their own costs and training.

The team will visit patients in Shadwell and Limehouse and be available seven days a week, 365 days a year, working from 8.00am - 8.00pm.

The Neighbourhood Care team approach is based on a home care model pioneered in Holland called the Buurtzorg approach which has

received international recognition for delivering high quality care.

Health and social care organisations in the borough are looking at innovative ways of working together to make the most of the skills of staff to provide the right support and care to housebound patients.

The team consists of a core team of seven community nurses who will look after patients with nursing needs in their own home. They will bring in other healthcare professionals such as physiotherapists, occupational therapists, social workers, palliative care nurses, and other specialist health professionals when their expertise is needed.

Lead Nurse Caroline Ogunsola is excited about the launch of the new team. *“This is a unique project which will be different to the traditional way housebound patients receive care. District nurses are knowledgeable and intuitive about the needs of patients. This is an opportunity to combine their autonomy and expertise to produce a more intimate and considered approach to care that makes patients feel safe.”*

The nurses will provide direct nursing and personal care such as wound management, medication management, symptom management and other specialist nursing interventions. They can advise on preventative strategies, and identify interventions and activities that will improve the psychological and physical wellbeing of the patient.

Research and Evaluation

Because this is a completely new way of looking after people at home, the views of patients and their families will be sought at the beginning of their contact with the service, midway through and afterwards when the patient is discharged from the service. This will help the Trust to compare this approach with the more usual model of community nursing taking place in the rest of the borough.

Student Nurses vote ELFT a Great Place to Learn



NURSING students at City University have voted the Trust an outstanding place to learn and develop.

Three ELFT teams came in for special recognition and Conolly Ward staff nurse, Kofi Oppon, was voted Mentor of the Year. The awards were presented to the team by Dr Julia McLaren, Senior Lecturer Education Development, City University. The students undertake placements in a range of NHS organisations in London so are in a good position to observe their placement environments.

Chief Nurse, Jonathan Warren, congratulated all the teams and Kofi, saying: *“I love these awards above all others. Students are stern critics of the care we give and rightly so. They have high expectations of our staff as role models and mentors. If they think we are doing OK, that means a lot. To be part of developing the future workforce and doing it well makes me proud of our staff. Well done to everyone and all staff across the Trust who share their knowledge and skills with the next generation of nurses.”*

Every year, the School of Sciences at the University ask their nursing students to vote for the placement where they learnt the most, felt they observed role models to aspire to and had greatest support in their learning. ELFT won the following awards:

Outstanding Placement of the Year

- Roman Ward, Tower Hamlets Centre for Mental Health
- Commended Placement of the Year - two ELFT winners
- Newham Early Intervention Service, Appleby Centre, Canning Town and
- Conolly Ward, City and Hackney Centre for Mental Health

Mentor of the Year, Kofi Oppon, was utterly surprised when he heard he was nominated. He said: *“I found it very humbling. I do what I do for our patients so it is nice to know that you are helping others to learn too, simply by sharing your approach and explaining your rationale and actions. I was teased by my colleagues quite a bit when they found out! So I won't get too big headed!”*



Wellbeing Games Triumph

THE Trust held its annual Wellbeing Games at the end of July at The Copperbox in the Queen Elizabeth Olympic Park. The event saw a monster turnout of over 300 service users and staff, keen to get involved in a range of activities.

The Wellbeing Games is an opportunity for attendees to try their hand at new sports and games. The event aims to show how exercise can be fun and be a great source of social contact, and at the same time, enable people to become physically fit and improve their mental health wellbeing.

No Excuse to Stand Still

This year, activities on offer included boxfit, parkour, Zumba, football and cycling. Those who were less mobile had the opportunity to participate in slower paced activities such as sitting volleyball (much harder than it sounds!), boccia, community golf and yoga.

The football tournament garnered a high level of participation as always and Hackney Hawks from Homerton seemed to take the lead. However, with coaching from volunteers from West Ham United foundation, Tower Hamlets Tigers FC won the championship at the end of the day.

Food for Thought

A series of stands and pop-ups welcomed everyone at registration. These centred on healthy eating and a healthy lifestyle. First up was 'Change4life' an early years' initiative to educate school children on the right food choices for a healthy start in life. This was closely followed by 'Made in Hackney' who offer free sustainable cooking classes throughout Hackney and its surrounding areas. Active Newham and the Headstart initiative had a strong presence at the event too; their stands provided information on workshops and awards that focused on key skills such as self confidence among youth affected by mental health.

"We hope to raise awareness about mental and physical wellbeing in an informal, introductory way with no pressure."

– Katie Gentry, Motivates East

"The people organising have been informative and enthusiastic. All in all, it's been a good day with a positive vibe - and lunch was good."

– Richard, Service User

"I brought a group of service users along to engage in the activities and have fun. I'm having a great time liaising with service users and colleagues. It's a nice, warm and friendly environment."

– Jerome, Life Skills Recovery Worker, Homerton Hospital

Well done to the organisers for bringing together such a fun event. See you all next year!



Celebrating 10 YEARS

10th Anniversary of Becoming a Foundation Trust

It is an unbelievable ten years since the Trust attained foundation trust status. The Trust was formally granted authorisation to operate as a foundation trust (FT) on 1 November 2007. So much has happened in that time and the organisation is barely recognisable in the way it operates and the communities we serve today.

On being granted foundation trust status, the Trust was required, by law, to have the words 'NHS Foundation Trust' in its title. So the Trust had to change its title from East London and The City University Mental Health NHS Trust to East London NHS Foundation Trust, or ELFT. This change also made way for the Trust not to solely be a provider of mental health services but to bid for community health services contracts too.

In applying for foundation trust status, the Trust had to undertake a public consultation over three months and attract a minimum of 6000 local people and staff to join as members. Today, the Trust has over 10,000 members representing our constituencies in London, Luton and Bedfordshire.

NHS Foundation Trusts were a completely new kind of organisation referred to as Public Benefit Corporations and governed in a similar way to co-operatives and mutual building societies. They remained firmly part of the National Health Service but were run locally and were therefore more accountable to service users, their carers and families, staff and the local community through the new membership and governor arrangements.

But more importantly, foundation trusts were no longer subject to direction from the Secretary of State of Health. They were still subject to NHS standards, performance ratings and systems of inspection, but were accountable to an independent regulator called Monitor – now part of NHSI.

FTs gained significant financial freedoms, for example, to carry surpluses from one year to the next and borrow money to invest in services and upgrade premises. A benefit the Trust has made good use of over the years.

When the Trust became an FT, Sheila Foley was the Chief Executive, and Baroness Molly Meacher was the Trust Chair. Lord Victor Adebawale, this year's keynote speaker at our Annual General Meeting, was the first person to sign up as member of the foundation trust. So it was fitting that he was here to mark our tenth year.

Read on to view the highlights and developments during the past 10 years.



Supporting People to Quit Smoking



I gave up smoking about 3 weeks ago, which allowed me to save money and buy my new pair of trainers for £35 which is equivalent to 3 packs of cigarettes.



- MJ



ACROSS the country thousands of people are trying to give up smoking. And with Stoptober approaching there is lots of free support available.

We spoke to service user MJ who gave up smoking during an inpatient stay at the Newham Centre for Mental Health.

What age did you start smoking? I started smoking at the age of 8 years.

How many per day? I was smoking 10-15 cigarettes per day or may be at times more than that.

What prompted you to stop? I was smoking more and more day by day. I was thinking at times what if I quit them? And then I got admitted to the hospital this time.

What approach did you use? During this admission, I discussed with my doctor and she offered me alternatives. I have started using e-cigarettes and I must say that it was nicotine patches which helped a lot.

How do you feel? It has been wonderful. I am feeling good in myself and I am thinking that I will maintain it when I will go back home.

Any wobbles? No wobbles... thinking of money which can be saved. I bought trainers other day for £35 – just funded from my stockpile of 3 day's cigarette packs.

What has helped and what has hindered? I think nicotine patches were very helpful and the smoking cessation clinic at the Newham Centre for Mental Health when I attended, and I saw so many side effects I decided to quit. And the support I got from the doctor on the ward. I used e-cigarettes and nicotine patches in combination. In the long term I am thinking about the money I can save and the health benefits which I will get.

Hindered? I try to keep my e-cigarette charged as once it was not charged and I had craving for a cigarette.

What has been the feedback from family and friends? My friend said it's "good." He said he will try to give up smoking as well.

What are your top tips to anyone thinking about quitting? My top tip is to have a strong will... if someone offers you a cigarette, you have to say no. And to use the different types of help available and consult your doctor as I did. The smoking cessation clinic, patches and e-cigarettes were helpful for me.



Celebrating our Service Users & Carers



THE ELFT People Participation Awards took place in July at The Ecology Pavilion, Mile End. Over 200 people attended the event as service users, carers and their families came together to see teams and individuals honoured for the special contribution they make to the Trust.

The Trust received over 100 nominations from staff citing the exceptional contribution and support that service users and carers provide. The Trust is determined to be the best provider of mental health and community health services and the achievement of this ambition rests on a meaningful and productive partnership with those who use our services and those who care for them.

"These awards are another way for us to say thank you and recognise the critical contribution of every patient who works with us. The event is always a personal highlight for me, I had a wonderful evening celebrating everyone and I want to thank our patients who are always so willing to give up their time to help us to improve."

- Trust Chair, Marie Gabriel



People Participation Award Winners were:

- Interview Panellist of the Year - Eddie Rose
- Health and Wellbeing Champion - Esther Shifra
- Staff Trainer of the Year - Sidney Millin and Billy Baker
- Young Person of the Year - Kirsty Spicer
- Contribution to Service Improvement - Andrea Burke
- Research and Evaluation Award - PRIDE project- Adrian Curwen, Jane Fernandes and Racheal Howison
- Chairs Award - Project of the Year - QI Experience Day Team
- Jummy Okaitu, Graham Savage, Erayna Spencer, Thana Narashiman, Zhenreenah Muxinga, Racheal Howison, Daniella Harnett, Hugh Macleod, Andrea Burke, Su Goulding and Tim Gill
- Chief Executive Award - Person of the Year - Graham Savage
- Moving On Award - Peter Anderson and Clare Basson

Interview with Mirza Lalani - Researcher in Residence



IT is just over two years since Tower Hamlets Integrated Provider Project now known as Tower Hamlets Together, became one of the first 29 vanguards to be announced. Vanguards were tasked with transforming care for patients, communities and staff, testing out new ways of delivering healthcare that could be the blueprints for the future of the health and care system.

Mirza Lalani has been appointed as the embedded researcher for a qualitative evaluation of the Tower Hamlets Vanguard. He will look in detail at changes made in the borough to see if these have resulted in a better experience for patients.

What will your new role involve? There are three over-arching aspects to the research. Firstly, I plan to look at the implementation of the changes made. How changes were introduced? Has it served patients well? How did the six different health and social care partners develop the infrastructure to work differently and streamline services? Did they avoid duplication and how did they respond to challenges and teething problems.

Secondly, I will focus on partnership working. How joined up is it in reality? How does this impact on service delivery and the professionals providing care?

Thirdly, I will be seeking out local people to be involved in this evaluation to hear their views and experiences. I want to understand if the vanguard has actually improved the patient's perceptions of the services they receive and if it is accountable to its citizens.

How will you approach this evaluation? I will be using the 'Researcher in Residence' model which means I will be a member of the vanguard team, involved in discussions, decision-making processes and participating, not just observing. This will not be a standard data collection and analysis exercise - such an approach can be limited when trying to get a true picture. The evaluation will be formative and developmental, and co-designed with key stakeholders within the vanguard. I have been an embedded researcher in previous projects and being part of a team enables you to get down to the nitty gritty and gather richer data.

With this approach, how can you ensure that you stay objective and avoid being influenced by the project team? You have to be mindful of your role and purpose. You have a different focus. But it enhances your understanding to be close to decision-makers as they circumnavigate challenges. You are an additional resource and being embedded engenders good working relationships. The objectivity comes from the diversity of the evaluation partners (and participants) in terms of their professional background, skill sets, experiences and discipline.

What attracted you to this role? I thought this was an intriguing project and I have a genuine interest in this area of work. I was drawn to it as it is patient-centred. I am keen to know - is integration and change really happening? What are the political issues? Has it reduced costs? Has it reduced inequalities?

What are your impressions of Tower Hamlets so far? Positive and I am particularly struck by the incredible diversity - all extremes in one borough!

Final question: How did it feel to be the questionee instead of the questioner? Strange at first but it's refreshing to be able to talk about myself for once!

Talking to MPs About the Needs of Carers

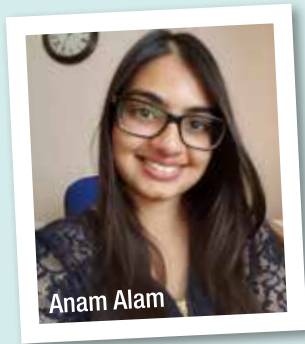
Newham Community Health Occupational Therapy Lead, Anthony Edwards, was one of a party of carers who met some newly elected MPs to talk about the needs of carers. He met the Rt Hon. George Howarth, MP for Knowsley and MP Tracy Brabin, MP for Batley and Spen. The Macmillan Cancer Support Charity, East of England branch, arranged for a number of carers to attend a meeting in Parliament to promote the needs of carers, explain the impact that caring has had on their lives and to convey the type of support that carers need.

Anthony Edwards, who lives in Hornchurch, works at East Ham Care Centre in Newham.

Anthony's wife was diagnosed with cancer in 2012 and sadly died a few years after. Anthony relished the opportunity to talk face-to-face with the MPs. His message to carers is: *"Take all the support and advice you can from friends, family and the health workers. Do not be afraid to ask professionals if you are unsure about services available. Check if there are local carers organisations in your area such as Carers UK, because they can signpost you to a range of support and services you may not have considered."*

Anthony is using his experience to shape the support available to carers attending East Ham Care Centre or supporting people in the borough. He and his team are working with carers to develop a Carers Checklist which will be rolled out across Newham.





Helping Young People Cope with Sexual Pressure

'SCREWBALL' is a hilarious short film on TrueTube where a young couple, Ryan (Alhaji Fofana) and Natalie

(Savannah Baker) are faced with the pressures of 'fulfilling' their relationship by having sex! Will they do it, or will they 'chicken out'?

Anam Alam, a media volunteer with Shine, Newham's Sexual Health Service for young people under the age of 24, spoke to the actors about the film along with reactions to it.

How did you find out about Screwball?

AF - My agent told me about the role and I went down and auditioned for it.

SB - I am an actress who has been working professionally in the industry for about 6 years. I went along to an audition where I got the part.

Why did you choose to do this short film?

AF - It is my job to act and when I read the script, I thought it was a good script and I was enthusiastic to do it.

SB - When I read the script for the first time I fell in love with it because of the strong message and impact that I knew this was going to have on younger people.

Are your opinions the same as the

characters that you played in the film?

AF - Maybe, not 100%. Maybe I'm not as honest as Ryan is because Ryan is very honest by the end of the film. But ideally yes, for the most part.

SB - Yes I do think that my character Natalie's opinions and mine are very similar. Natalie believes that the educational system has failed in teaching sexual education effectively and that's how she comes to realise that this is something that needs to change! I agree 100%. This is a natural part of life that needs to be discussed to educate the younger generation!

Do you think it was useful to have facts about the law in the film?

AF - Yes, because a lot of kids don't know that. Even if you are 17 or 16, if you have a girlfriend under 16 who is sending you nude pictures, that's child pornography. So things like that are important for kids to know.

What have the responses been like so far?

SB - The responses have been out of this world! The targeted audience love it. Teachers are overjoyed with new material to educate their pupils

Does the character's experience reflect those of real young men and women?

AF - Oh yeah definitely. Guys love to lie and so they fake it until they make it! (laughs) I think a lot of people have done that.

SB - I do believe that Natalie does reflect on experiences of real young women. This is a nerve wrecking event with emotions running high but it's also a new exciting chapter in life.

Shine Sexual Health Service

We at Shine absolutely love the film as it not only reinforces the idea of not having to be pressured into having sex right away, but also because it provides an outlet for young people to be informally educated about sex.

You can read the full interview on the Trust's website: www.elft.nhs.uk/news

True Tube is a BAFTA Award-winning website full of free films about life's big questions. Materials are used in schools to support discussion and debate.

Go to: <https://www.truetube.co.uk/>



(l-r): Alhaji Fofana and Savannah Baker

Butabika Link: Teaching and Learning

Three City and Hackney Clinical Psychologists (Dr Fiona Paveley, Dr Lisa Rajan and Dr Kirsty Harrison) went to Uganda in the Spring as part of the Butabika Link.

The Butabika Link is a collaborative mutually beneficial partnership between ELFT and psychiatric services in Uganda, including the main teaching and referral hospital, Butabika.

The psychologists devised and delivered two phases of a three day training programme on psychological approaches to psychosis. The first phase involved teaching the inpatient nurses and the second phase involved teaching the Psychiatric Clinical Officers (PCOs).

Teaching modules included assessment and formulation, working with motivational difficulties, managing voices, coping with paranoia and relapse prevention. The teaching was multi-media involving lots of practical exercises, role play, video and meditation exercises. Other teaching approaches involved how to create a timeline and identify early warning signs, crisis planning and working with families. Approximately thirty two nurses attended the first session and thirty six PCOs attended the second one. All trainees graduated from the teaching programme with certificates for attending the workshops on "Working Psychologically with People with Psychosis".

If you would like to get involved, contact the Global Health Partnerships Manager and Link Coordinator, Edmund Koboah by email: Edmund.koboah@elft.nhs.uk



School's in for Autumn



AS the new academic year starts in September so does the Quality Improvement learning and events programme at ELFT.



Early in September our third cohort of QI coaches will graduate from their Improvement Coaching Programme and join our existing coaches in supporting QI work happening across the Trust. Congratulations to all involved and thank you for all your hard work!



We are delighted that **Professor Steven Swensen** (Medical Director for Professionalism and Peer Support at Intermountain Healthcare, and previously Medical Director for Leadership at Mayo Clinic) is joining us for two days in September. Steve is a world renowned expert in quality improvement, clinical engagement, enjoying work and staff burnout and he will impart some of his considerable knowledge in these areas onto our teams during a series of masterclass sessions in East London.

These masterclasses are shortly followed by another with Mike Davidge from NHS Elect on **Managing Demand and Capacity**.

Eighty of our staff will spend a day with Mike working on current challenges with flow through their service, developing actions to work on and improve following the workshop.

October sees the commencement of our **Improvement Leaders' Programme (ILP)**, the seventh wave of ELFT staff, service users and carers to take part in this 6 month course. Over 150 people will spend 6 months diving deeper into improvement science and practically applying it to Quality Improvement work in their Directorates.



Also in October we welcome back colleagues from IHI (Institute for Healthcare Improvement) for their annual visit. **Derek Feeley**, IHI President & CEO, along with **Pedro Delgado** and **Bob Lloyd** will join us for 3 days, meeting with and guiding teams across the Trust with their improvement efforts. The learning theme continues as Bob will also be leading 80 ELFT staff through a one day measurement masterclass during this visit.

The annual IHI visit is always a great opportunity to take stock of our achievements in QI over the last year, and prepare ourselves for challenges to come. We have seen some significant progress in two of our Trust priority areas: **reducing harm from violence, and improving access to services**, as featured in our recent newsletters. Learn more about these improvements and all our QI projects on the QI microsite and on the Life QI platform.

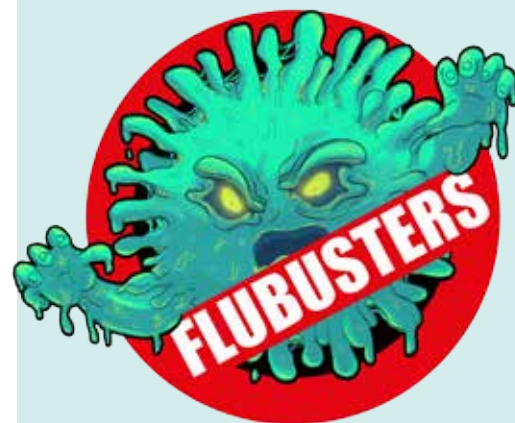


Staff can sign up for a Pocket QI course, enrol in some e-learning using IHI Open School, join a future QI masterclass, or prepare to become an Improvement Leader or QI Coach of the future by registering their interest.

To learn more about QI ELFT or sign up for a future training event please visit our microsite at qi.elft.nhs.uk

Save the Date!

Our 2018 Quality Conference will take place on Tuesday 24 April, 9am - 1pm at CentrEd@Excel. Please save the date in your diaries. Conference registration will be available on the QI microsite.



Who You Gonna Call? FluBusters!

With the nights drawing in and winter approaching, the Trust's flu vaccination campaign is underway. This year's eye catching campaign is loosely based on the film Ghostbusters, with posters showing 'FluBusters' annihilating the flu bug! Flu is a very unpleasant illness so the Trust is keen to get staff vaccinated to avoid them passing on influenza to service users, to protect staff health and maintain staffing levels.

Staying Outstanding - Internal CQC System

The Trust has launched a new internal system to help staff stay on track with CQC standards of care and ready for inspection. This new system will give teams the confidence of knowing that their service users and carers are receiving high quality of care - in short, being "Outstanding" at all times.

Inspected and rated

Outstanding ★



Enhanced Support to Newham Nursing Care Homes

A new initiative commenced in Newham this summer to keep older people living in care homes, out of hospital. The new Enhanced Support pilot is an additional service provided by the Newham Rapid Response Team who hope to reduce unplanned or emergency hospital admissions by providing immediate nursing interventions to the patient, alongside the care given by care home staff.



Use **YOUR VOTE TODAY** to make a difference!

AS a public member living in Hackney, Luton or Central Bedfordshire or a staff member of ELFT, you have the opportunity to make a real difference to ELFT by voting in our Governor Elections.

Elections are being held for the following seats on our Council of Governors: four staff Governors, two Hackney Governors, two Luton Governors and one Central Bedfordshire Governor. Your vote is really important as it will decide who is elected to sit on our Council of Governors. Governors play a crucial role at ELFT where they represent the views of their members and work in partnership with the Trust at a strategic level to help plan and shape its services. Governors also have specific powers and responsibilities which includes holding Non-Executive Directors individually and collectively to account for the performance of our Board of Directors.

Voting opens on 29 September 2017. You should receive your voting instructions either by email or by post. Please read each candidates election statement carefully before casting your vote. **Voting will close on Friday 20 October.**

If you have not yet received your voting instructions and believe you are eligible to vote, please contact the Membership Office at membership@elft.nhs.uk or call us on **0800 032 7297**.

Governor election results will be announced in the Membership section of our website at www.elft.nhs.uk soon after voting closes and all candidates standing in the elections will be informed about the outcome.

Book for our AMM and AGM

IT'S just a few weeks until we hold our Annual Members' Meeting (AMM) and Annual General Meeting (AGM) on Thursday 5 October 2017 at Bishopsgate Institute, Bishopsgate, London EC2M 4QH.

Our members, staff, service users, carers and the public are warmly invited to attend. You can join our **AMM from 2:30pm to 5:00pm** to receive the Governors' annual report and take part in one of our information sessions to be informed about current ELFT matters. From **5:00pm to 6:00pm there will be food and refreshments** and the opportunity to visit stalls showcasing information from a range of our mental health and community health services across London, Bedfordshire and Luton. Our **AGM will follow from 6:00pm to 7:30pm**. At our AGM the Trust will present its annual accounts and quality accounts, and an overview of the year by Chief Executive, Dr Navina Evans.

To reserve your place to attend our AMM and or AGM, please email membership@elft.nhs.uk or call **0800 032 7297**



Our AGM key note speaker:

Lord Victor Adebowale Chief Executive of Turning Point

WE are delighted to announce that Lord Victor Adebowale Chief Executive of Turning Point is our key note speaker at this year's AGM. Turning Point is a health and social care social enterprise providing services for people with complex needs including those affected by substance misuse, mental health issues, unemployment, housing issues, offending behaviour and those with a learning disabilities.

The Trust is celebrating ten years as a foundation trust. Lord Victor was there at the beginning when it launched and was the first signatory to sign up as a member. (The Trust now has 10,000 members.) So it is fitting that, a decade later, that he is back as our keynote speaker.



Help us save on postage costs

WE send TrustTalk to all our public members. If you received this issue of TrustTalk by post, but have an email address, you can help us save money on postage costs. **Simply send an email with your name and address details to membership@elft.nhs.uk and let us know you would like to receive TrustTalk by email.** Providing your email address will mean we can keep you up to date with current news about ELFT and let you know about meetings and events much sooner which includes receiving our e-bulletin.

If you would like information about being a Trust member, or if you would like to join as a member, contact the Membership Office by emailing: membership@elft.nhs.uk, call 0800 032 7297 or you can write to the Membership Office using our freepost address at: Membership Office, FREEPOST RTKB-ESXB-HYYX, East London NHS Foundation Trust, 9 Alie Street, London E1 8DE



Meet Lead Governor Dr Zara Hosany



Can you tell us about yourself, what is your background? I have worked in mental health as a Psychologist across a variety of settings for over 15 years and enjoy meeting people from diverse backgrounds and hearing about their different life experiences. I am passionate about equality and ensuring that everyone has a voice, being a strong advocate for empowering service users and carers.

Why did you become a Governor? There are two main reasons. Firstly, I wanted to get more involved in making improvements to my local community in Hackney. Secondly, having worked on the front line as a clinician and seeing vast changes in the NHS over the years, I often felt frustrated that there was only so much I was able to do within my role in the healthcare system. Being a Governor meant I would not only have a different overview of my local NHS, but also the opportunity to use my experience to influence the NHS from a more strategic and holistic point of view.

How did you get involved with the Trust as a Governor? A large part of the role of a Governor is listening to the experiences and needs of our service users, carers and staff, and being able to represent the key themes in other forums such as the Council of Governors' meetings, smaller more focused committees and working groups or in public meetings. I took every opportunity I could find to meet with our members to hear what matters most to them, and then execute the second main aspect of our role which is holding our Non-Executive Directors to account. This could, for example, take place whilst reviewing the performance of the Trust at Board meetings with our Executive and Non-Executive Directors, looking at areas such as finances or data which shows how well we are doing across a number of different monitored areas.

What are your key goals as Deputy Chair of the Council of Governors? The Council's Quality Improvement Project this year is focusing on measuring the impact of the Council's work, which will assist us in monitoring our performance as individuals and as a collective.

How do you think the Trust can do better? I think the next steps for the Trust is to spread their knowledge and expertise as leaders in mental health, on both a national and international level, as we are already beginning to in our publications and liaising with other partnership organisations. I love that our service users and carers are always at the centre of everything we do. I think we can improve by integrating this further into our practice, not just working with, but in our local communities. I would like to see mental and community health becoming a common language throughout our society, not just in our services, with a focus on prevention rather than cure.

What do you do to relax? I love spending time with friends and family, travelling, and constantly learning and experiencing new things. I enjoy all sorts such as good food, music, sports, films, theatre, and volunteering. I'm always trying to find the right balance between getting out and about doing things, versus cosying up at home and putting my feet up.

What is the most interesting place you've visited and why? One of the most profound places I've visited is the Taj Mahal in Agra, India. It is usually nature that makes me feel humble and grounded, however this was truly one of the most breathtaking, man-made creations I have ever seen. I literally stopped and stared at it all day. A very magical, serene sight which changes with every new angle of the sun.

If you would like to stand as a Public or Staff Governor for the Trust please contact the Membership Team by emailing membership@elft.nhs.uk or call 0800 032 7297.

JOIN YOUR LOCAL MEMBERS WORKING LUNCH MEETINGS

Members can hear more about ELFT's services and meet Governors by attending a local Members' Working Lunch Meeting being held in London, Luton and Bedfordshire. You will hear updates about developments to our services and current Trust news. Email membership@elft.nhs.uk or call 0800 032 7297 to book your place to attend any of these meetings below.

LONDON

1PM - 3PM ON

WEDNESDAY 25 OCTOBER

AT: MAIN HALL, BRADY ARTS & COMMUNITY CENTRE, 192-196 HANBURY STREET, LONDON E1 5HU

LUTON

1PM - 3PM ON

THURSDAY 28 SEPTEMBER

AT: CONFERENCE ROOM, CHARTER HOUSE, ALMA STREET, LUTON LU1 2PJ

BEDFORDSHIRE

1PM - 3PM ON

TUESDAY 21 NOVEMBER

AT: KINGS HOUSE, 245 AMPHILL ROAD, BEDFORD MK42 9AZ

Enter our Free Prize Draw

Public members are invited to complete our Membership Survey for 2017. Members will either receive their copy of the Membership Survey 2017 by post with this issue of TrustTalk or by email. Your feedback from this survey will help us identify how we and our Governors can better communicate with our members. Members who complete and return their Membership Survey by 5pm on Monday 9 October 2017 will be entered into a free prize draw for a chance to win vouchers for £50, £20 or £10.

Tower Hamlets Recovery Walk Links Drug Treatment and Aftercare



Reset, Tower Hamlets integrated drug and alcohol treatment had its formal launch in July. The service has seen 500 new starts into treatment in the first six months since it opened for business on 1 February 2017.

Reset offers treatment, advice and information to substance users (drug and alcohol) and to people who have concerns about a relative or friend.

The event was split into two parts. The first took place in the Reset Treatment Service at Beaumont House, Mile End Hospital in the morning. Attendees then took a 'Recovery Walk' to the Reset Support Centre at Whitechapel for the afternoon session.

Inspirational Approach

Ann Corbett, Divisional Director, Community Safety at the London Borough of Tower Hamlets, said that as a newcomer to the borough, she had been impressed with the approach the service was taking in supporting some of the most vulnerable people in the borough who often had complex needs.

Trust Chair Marie Gabriel endorsed this view. She praised the service and the local authority commissioners for shaping the Reset to provide both treatment and aftercare support for local residents



FINAL WORD from the Chair

IT has been an exceptional time in the Trusts history and I'm so proud to be celebrating our 10th anniversary as a Foundation Trust this November. Over the last 10 years, the Trust has expanded into new geographies, moved into community health services and has joined partnerships that have transformed the way that care is delivered. We have established ourselves as innovators and leaders in the field and this could not have been achieved without our staff and service users.

It's just a few weeks until we hold our Annual General Meeting and Annual Members Meeting at the Bishopsgate Institute on 5 October. Our keynote speaker is the Chief Executive of Turning Point, Lord Victor Adebowale. We are excited to welcome Lord Adebowale back to the Trust as he was the first signatory to sign up as a member of the Trust. We will present our annual accounts and quality accounts followed by an overview of the year by our Chief Executive, Dr Navina Evans.

Governor elections have opened for public members living in Hackney, Luton or Central Bedfordshire, and vacancies for staff members too. This is an exciting opportunity to represent the interests of Foundation Trust members, service users, carers, staff and ELFT partners. Our Governors are very important to the Trust and they play a fundamental role in improving services, advising us about the needs of service users and the community, holding our non-executive directors to account and informing our strategies and future plans. I encourage members and staff members to consider standing as a Governor to help us with the next stage of our journey.

I am extremely proud of the teams that have been recognised in a number of industry awards. Congratulations to the Memory Services in Tower Hamlets, City and Hackney and Newham who have been shortlisted for a Royal College of Psychiatry Award, and to The Butabika Link which has been shortlisted for a Health Service Journal Award. Every shortlist is a reflection of the exceptional and high quality work that you do. Good luck to all.

And finally, the 2017 Staff Awards Ceremony is fast approaching and we have lots to celebrate. After many years at the Troxy, we've moved this year's event to The Barbican to be easier to get to for staff based in Bedfordshire and Luton. The staff awards are one of my favourite events, and every year I am moved by the energy and enthusiasm of our staff as they support service users. As always, I will be first onto the dance floor.

Marie Gabriel

Elvis Comes to East Ham Care Centre



They know how to have a good time at East Ham Care Centre in Newham. Activities Manager, Odette Downie, donned an Elvis Presley outfit to bring a bit of fun to a summer party at the centre. Patients were treated to all Elvis's greatest hits from a passing GI with many getting up for a dance and a sing-a-long. Followed by ice creams - it doesn't get much better than that.

New Home for the Chronic Fatigue Service

The Chronic Fatigue Service has moved from St Leonard's Hospital to a new location in Hackney Wick. The service is now based at 30 Felstead Street, E9 5LG.

Their new number is 020 3222 8500. See the ELFT website for more information about the service.

Views Sought on Medication Prescribing

Views are being sought on national proposed guidance about reducing GP prescribing of items that are not 'clinically effective'. The consultation is being run by NHS England (NHSE) and NHS Clinical Commissioners. The consultation is open until 21 October 2017. Go to <https://www.engage.england.nhs.uk>

TrustTalk Makes it to Everest Base Camp!



Robin Wills, social worker from Stepney and Wapping CMHT has just returned from a 4 month period of extended leave travelling around the world visiting the Amazon, Machu Pichu (Peru), The Great Australian Barrier Reef and trekking to Everest Base Camp, (Nepal). He wasn't short of entertainment as he took his trusted copy of TrustTalk all the way up to the Base Camp Shrine. Robin said, "The trip was great but you can't beat those care plans at Stepney. It is nice to be back at work after all those hotels, bus trips and foreign adventures!"