

Autumn 2015

# TRUSTtalk

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

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*We care*

*We respect*

*We are inclusive*

East London  
NHS Foundation Trust





# Chief Executive FOREWORD



Dr Robert Dolan

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THIS issue of Trusttalk has a sporty feel with stories from across the Trust involving physical activity, health initiatives, fun days and other outdoors activities. Some of these events have revealed hidden talents among our staff. I am amused to learn that one of our lead nurses in Tower Hamlets can 'jump like a kangaroo' (page 6) and that one of my female colleagues is off to America to do the Ironman Challenge (page 14). Leah Milner's blog (page 7) explains how sport can really impact on your wellbeing and mood so it is apt that many of the summer activities report in these pages focused on exercise and fitness.

You will see on page 12 that we are preparing for our Care Quality Commission inspection. All trusts will be assessed by June 2016 so this is a good time for us to take stock and see where we are. Two of our directors have been co-opted to join the CQC as professional advisors.

In the summer, we were delighted to host visits from two MPs during the summer. The Rt. Hon. Alistair Burt, Minister of State for Community and Social Care, spent time in our Psychiatric Mother and Baby Unit where he met with families who have been supported by the unit, and staff. He was followed in September

by Rehman Christi MP who mentioned his visit in his House of Commons Private Members Bill speech on 14 October where he petitioned for greater access to MBUs across the country. In it, he talked about the "fantastic work" of the unit.

All staff will have received a Staff Survey questionnaire. I strongly urge you all to set aside time to complete it and tell us what it feels like to work in the Trust and what we can do differently to improve your experience. Your feedback enables us to share good practice where things are going well and focus on improvements where required. This is one of a range of ways staff can provide feedback to the Trust. We will act on what you tell us.

Finally, preparations are taking place for our annual staff awards ceremony which takes place in November. We have received over 200 nominations, and the difficult job to shortlist and select winners is now underway. I look forward to seeing as many staff as possible, including our new colleagues from Bedfordshire, Luton and Redbridge, at this year's event. This is an opportunity for us to acknowledge the contribution of all staff and say thank you.

Dr Robert Dolan

## WE CARE, WE RESPECT, WE ARE INCLUSIVE

THESE are our values, but how are we putting them into practice at ELFT?

A campaign to promote the values and show how they are making a positive impact in practice is now underway. Featuring the work of ELFT staff from all corners of the organisation, a series of posters captures – in staff and patients' words – why living our values matters.

Alongside the poster campaign are new branding across corporate materials and a film to be unveiled at the Annual Staff Awards Ceremony in November. The film will feature staff who have put themselves forward to share how they are positively touching patients' lives as they go about their work day-to-day. This complements the values-based recruitment that the organisation has been promoting for some time.

Look out for the new materials that will start to circulate in October. For more information on the Living Our Values campaign, contact

[communications@elft.nhs.uk](mailto:communications@elft.nhs.uk)



**“ There might be things you are doing to show how much you care, you respect and are inclusive that other teams can learn from. If that is the case then we would like to hear from you. Also patients, families and friends – if you have examples of how ELFT teams are making a real difference, perhaps going the extra mile, we want to spread the word. Staff can help promote the values by using the new corporate templates. Our ambition is to raise expectations so that always expecting the very best from ELFT becomes the norm. ”**

- Jonathan Warren, Director of Nursing

**STAFF AWARDS CEREMONY**

The nominations are in (226 in all) and the judging panels will be convening over the next few weeks in advance of the Trust's 'Oscars' Staff Awards Ceremony on Friday 27 November. The event is open to all staff and teams, whether nominated or not. It is a chance for the Trust Board to say thank you to staff for their contribution to the work of the Trust. The event is free and staff can bring a guest. A party will follow till midnight. Free coaches will be available to pick up from Bedford station and Luton stations. Some staff may wish to make a weekend of it and book a hotel in London. Alas, the Trust cannot pay for this or for any Christmas shopping happening the next day! The Staff Awards Ceremony is one of the highlights on the Trust's calendar and a wonderful opportunity to honour our amazing staff. We look forward to seeing as many staff as possible. See the Intranet for more details.

## Coborn Garden Development Inspired by Young People



*“ This quote from Dumbledore (from the Harry Potter books) helped me during my time here: Happiness can be found even in the darkest of times. If one only remembers to turn the light on. The Coborn helped me to turn the light on. ”*

- Jenna

STAFF and young people at the Coborn Centre for Adolescent Mental Health came together to formally open the newly developed ward garden. The garden was co-developed with service users and staff following a consultation with young people on how the Psychiatric Intensive Care Unit (PICU) ward could be improved.

The Coborn Centre is a hospital that provides person and family centred care for young people aged 12 to 18 with complex and severe mental illness. The PICU is a small four bedded ward in the centre that did not previously have an outdoor area. The Coborn Centre is in Newham but provides care for young people across east London.

Following a series of focus groups, staff on the ward and young people alike expressed the wish for an outdoor space. Together staff and service users developed a capital bid project and successfully won a grant of £140,000 from NHS England. The outdoor area will now enable gardening groups, individual fitness sessions with the Coborn fitness instructor and other outdoor activities.

The area includes raised planting to grow fruit and vegetables, exercise equipment

including a cross fit machine, rowing machine and more. The space also has basketball hoops and sport pitch flooring to enable group exercise such as football and cricket.

The garden was opened by our Deputy CEO Dr Navina Evans who congratulated the young people and staff on their achievements in securing the funding and co-designing the space. Later, the staff and young people enjoyed a barbecue, homemade cakes and trialled some of the outdoor equipment.

The space will provide young people with the opportunity to keep active and get involved in different outdoor projects.

*“ Having this outdoor space is really important to us because this is a hospital. When I was put on a section I was not allowed to go out which can be really difficult. Being outside felt great, the garden has been very therapeutic for me. The involvement of young people in this project is important. This service is for us and I am glad that we had a role to play. We are all really happy with this space and the opportunities that it will bring us. ”*

- Jenna (service user who has spent some time on a PICU ward)

## Trust Shortlisted for Four Prestigious Awards

FOR HEALTHCARE LEADERS  
**HSJ**

THE Trust has been shortlisted for four national awards in the Health Service Journal (HSJ) Awards. The HSJ received over 1600 submissions. The Trust has been shortlisted in the following categories: Provider Trust of the Year, Board Leadership, Staff Engagement and Workforce. The winners will be announced at an awards ceremony in November.

The awards celebrate projects and initiatives that deliver healthcare excellence and innovation. The Trust has been shortlisted in recognition of our commitment to provide the highest quality mental health and

community care in England. We have been working closely with our front-line staff, in partnership with our service users and carers to drive change and embed a culture of continuous improvement.

The Trust will be required to deliver presentations and interviews to a judging panel of senior and influential figures from the health sector as part of the judging process.

*“ This is testament to the hard work of our staff and the valuable input of our service users. Despite the challenging healthcare environment, we are committed to improving the quality of our services and delivering the best possible care to our communities. ”*

- Dr Robert Dolan,  
Chief Executive



Hannah Bjorkstrand, Community Mental Health Nurse

THE Trust is introducing a new process to ensure that healthcare assistants, social therapists and non-registered staff are equipped with the skills and knowledge they need to look after patients competently and with care and empathy.

The Care Certificate has been developed by Skills for Care, Health Education England and Skills for Health to provide a consistent national standard for training and introduction to care work to provide safe high quality care.

New starters joining the Trust will have to achieve the

certificate before they are able to work unsupervised with service users. To achieve the certificate, staff need to complete a workbook

and assessments. They are supported and tested on 15 standards that they need to demonstrate in their daily working lives, this includes duty of care, safeguarding, life support and infection control and prevention.

The Care Certificate is additional to specialist training and will equip staff with the knowledge, values and skills required to provide compassionate care to the Trust's service users.





## Newham Family Fun Day

ON 5 August, the Child Development Service in partnership with Scope, held a Family Fun Day for children with special needs at the Tunmarsh Centre, Newham. Over 30 children attended the event with their parents and families.



The children enjoyed a magic show, face painting, games and more. The Child Development Service supports the development and inclusion of disabled children in Newham from birth to 5 years old but also through school years.



The event was co-hosted by Scope, a charity for disabled children and with support from the Tunmarsh Children's centre.

The event was great opportunity for families to meet and share experiences, Staff had contacted local businesses who made a contribution to party bags, gifts and materials to entertain the children. Attendees enjoyed the event, with lots fun and activities for the children and parents to enjoy themselves.



## Garden Plot at Newham Centre for Mental Health



A gardening project at the Newham Centre for Mental Health has been underway with service users and staff on Ivory ward growing fruit, vegetables and flowers during the summer months. And with the sun shining brightly, the patients are happy to see their hard work come to life.

Attendees in the gardening group have planted flower seeds, herbs, and vegetable and fruit seedlings. The gardening group runs as a part of the physical activity groups on the ward with the aim of supporting older people to improve their health and well being.

Gardening has been shown to be highly therapeutic; it can lift the general mood and improve interaction and co-operation between service users.

So far, service users have shared positive feedback, with many of them finding gardening quite therapeutic. They have rekindled gardening

skills, knowledge and have enjoyed seeing their flowers and vegetables grow.

The gardening group started in May as a response to service users' request for such activity; the group is led by occupational therapist Thalia Karagianni. Mark Jones, the gardener of the site has contributed useful tips and ideas to the project and the plan is to grow more flowers and herbs that will be re-planted into the ground and transform the garden.



*"Gardening is a past time activity for many of our service users who have brought lots of knowledgeable and skills into this. Owing to their initiative my colleagues and I have begun to explore the value of gardening as therapy. Research shows gardening has*

*qualities that promote mental health and in my experience this comes from the discovery of being able to make things grow. I think gardening is a symbolic act that can help us reconnect with our life-giving drives. A session in the garden can make you feel tired but surprisingly calm and renewed inside."*

- Thalia Karagianni, Occupational Therapist



BEDFORDSHIRE Police held a Family Fun Day on Saturday 5 September at their Kempston Headquarters. Gail Dearing, Associate Director of Social Care for Luton, went along to showcase mental health initiatives in Luton and engage with the local community.

*"Thank you so very much for your support with the police fun day. I had a fantastic day getting to know more about Luton services and also seeing how easy it actually is to engage people about mental health!"*

- Jaki Whittred, Chief Inspector for Mental Health and Public Protection

*"It was good to join the police to break down barriers in the community and focus on mental health and police. It's a massive part of our work which we don't often talk about. It was good to bring along information about a range of support, such as groups and initiatives provided by MIND and the Time for Change campaign."*

- Gail Dearing, Associate Director of Social Care for Luton



## Minister Visits Psychiatric Mother and Baby Unit



ON 3 August 2015, the Rt. Hon. Alistair Burt, Minister of State for Community and Social Care, paid a visit to the Psychiatric Mother and Baby Unit based at the City and Hackney Centre for Mental Health in Homerton.

The unit offers admission to women who experience moderate to severe mental health difficulties during pregnancy or after giving birth and who are unable to be cared for at home. It provides specialised assessment, care and treatment to mothers and their babies to ensure that women who develop mental health problems and who have young infants can remain with their baby even if they need hospital admission.

The Minister was able to meet with the team who run the specialist unit and also meet with parents and babies who have benefited from this unique facility.

He also met representatives from partner organisations who work closely with the unit to support families including midwifery staff from Homerton University Hospital Trust, a local GP, staff from Hackney Council's Children and Social Care Services, and City and Hackney Clinical Commissioning Group.

This was the Minister's first visit to a Mother and Baby Unit and he was interested to hear first-hand how this approach benefits families in the short-term and in the long-term.

*“It was a pleasure to visit the Mother and Baby Unit and meet with the enthusiastic team who work with new mothers with a mental illness, either pre-existing conditions or recent onset. I was struck by how hard the team work to nurture the mother and baby bond. It was good to see the excellent close working with midwives, local authority staff, GPs and primary health care colleagues to support families both on the unit and afterwards.”*

- Rt. Hon. Alistair Burt, Minister

*“We have appreciated the Minister making time to visit the unit and his interest in supporting families when the mother is in mental distress or crisis. Current guidance recommends that wherever possible a mother who requires admission to hospital is admitted with her baby to a psychiatric Mother and Baby Unit. This ensures that the special bond between a mother and her infant is not broken at a sensitive time in the life of a young family. We also welcomed the Minister's interest in perinatal mental health and in providing services to meet the needs of women across the care pathway.”*

- Dr Olivia Protti,  
Consultant Psychiatrist for the unit

The unit currently has ten en suite bedrooms but work is to commence to increase this number to 12. Innovative features of the unit include a specially designed room to support mothers with twins and facilities to meet the needs of women with physical disabilities or who need wheelchair access. The unit also has a high dependence suite to enable women who are very unwell to be cared for in a specialised, supportive environment.

A strong focus of the unit is to involve fathers and other family members, to support the whole family as well as ensuring that the mother has the best care possible.

The Rt Hon. Alistair Burt MP is the MP for North East Bedfordshire so this was an opportunity for him to see some of the work underway in the wider Trust.

The unit was further in demand in September when Rehman Chishti, MP for Gillingham and Rainham in Kent, requested a visit to the MBU. He is putting a bill forward to parliament about perinatal mental health service provision and was interested to view ELFT's unit.

## Learning Lessons When Things Don't Go Well

WE hope things don't go wrong but when they do, we want to learn from whatever has happened to help make sure it doesn't happen again.

The Trust's Serious Incident Reviewers investigate when things go wrong, identify what happened, look at what caused the incident and make recommendations for improvement. The incident report and the recommendations are discussed with the team where the incident occurred. This results in an action plan to make sure that learning is taken on board and processes are robust in the future. One of the themes regularly identified is issues with communication. Often we find that better communication with patients, their carers and families may have helped prevent an incident, or may have resulted in better care.

In September, the incident team held a Learning Lessons seminar for staff from all parts of the Trust. This was an opportunity to hear about a number of incidents involving communication errors, to share learning from these more widely. In the incidents reviewed, it was quite often a case of not listening, or not reading between the lines, or realising that families and carers may need help too. We also found that it is important not to make assumptions about families, to think about the effects an incident may have on children in the family, to take time to read notes and how to proceed when someone says they don't want their family to know they are under the care of our services. We will be running a series of [Learning Lessons from Serious Incidents](#) events over the next few months to ensure that all staff, not just those close to an incident, learn and gain insight going forward.

Chris Kitchener  
Associate Director of Assurance

## Online Mental Health Self-help Guides

A range of mental health self-help guides have been published by Bedfordshire Clinical Commissioning Group (BCCG).

The guides are designed to provide easy access for advice and are available to download in print or to use as an audio file. Each comes with a video introduction.

They cover 23 different mental health subjects including anxiety, bereavement, eating disorders, sleeping problems and stress [www.selfhelpguides.ntw.nhs.uk/bccg](http://www.selfhelpguides.ntw.nhs.uk/bccg)



EAST London's Clinical Psychologist and Scout Leader Ché Rosebert joined psychologists with four Explorer Scouts in Bedfordshire to raise awareness of

the negative impact of austerity on psychological wellbeing.

Led by clinical psychologist Ste Weatherhead, Walk The Talk 2015 was an awareness-raising trek from the British Psychological Society (BPS) offices in Leicester to its headquarters in London. Psychologists visited food banks, supported housing, homelessness services and mental health centres, recording testimonies from people whose psychological wellbeing has been jeopardised by the benefits system and Work Programme. Many of the recorded testimonies will be available at [www.walkthetalk2015.org](http://www.walkthetalk2015.org)

Ché who works in a partnership post with Providence Row Housing Association, a charity for the homeless in Tower Hamlets and four explorer scouts from East London, Ryan, Parvinder, John and Griff, joined the walkers at Milton Keynes Food Bank providing some service there, camped wild on what must have been the wettest night of the year in Woburn feeding the other walkers with hot dogs, banana and chocolate and then met with service users and staff at Dunstable's MIND. MIND has partnered with The Scout Associations #amillionhands community impact initiative.

Service users at MIND shared their sometimes harrowing stories of their distress as well as how they came to be referred or self-referred to MIND. Many were struggling financially.



Everyone was aware that ELFT were now managing the local mental health

services and had copies of July 2015's Trusttalk to hand. Like most service users, Philippa said that "Waiting for psychological services was difficult but once received counselling was brilliant". Lastly the Explorers took away advice and information about promoting mental health and coping with distress. Dunstable MIND was a hopeful, helpful, nurturing place whose people helped each other in their recovery journeys.

## Tower Hamlets Sports Day



A Sports Day event took place on 20 August in the back garden at the Tower Hamlets Centre for Mental Health. Patients and staff from Lea Ward and Brick Lane Ward got into the spirit complete with printed t-shirts and slogans. For Lea Ward, this was 'Lea Ward Warriors – LEAding by example,' and for Brick Lane Ward, it was 'Brick Lane United – Expect the Unexpected'. To add to the fun, Brick Lane's t-shirts were accidentally printed backwards!

The event started with a sing off/warm up between the two wards with the Lea Ward Warriors singing "Eye of the Tiger" and Brick Lane United in full voice with a rap

song about the sports day written by a patient, followed by their song "We will rock you".

It was then down to business with

an egg and spoon race, dribbling a ball around cones, tunnel ball and a relay race – passing an Olympic flame type baton to team mates. There was a laundry bag race (sack race) involving Becks Lingard (Modern Matron Rosebank), Ged Pattison (Modern Matron Brick Lane) and Andy Cruikshank (Borough Lead Nurse.) Andy won it! And in the other laundry bag race, Alex Obamwonyi (Deputy Borough Lead Nurse) who had a high jump like a kangaroo, won easily!

After a BBQ, the teams returned to the second half which involved a tug of war (the Warriors won it!) and an obstacle course. The day

ended with Ged Pattison, Modern Matron of Brick Lane Ward, and Music Therapist Cornelia, performing a few songs with patients sitting on bean bags singing along to the lyrics and playing musical instruments.

The weather held out and everyone agreed it was great to spend time out the open air. Both patients and staff participated in events and cheered on their teams. Winners won miniature trophies.

Overall, it was a draw. Of course, it was the taking part that counted and there was a great spirit of sportsmanship. We had positive feedback from both staff and patients following the event. And we plan to hold another one next year!

Bridget Schubert, Lea Ward Social Therapist



## New 24 Hour Mental Health Crisis Line

CITY and Hackney's new helpline is for people who already use mental health services who have a crisis, or individuals who find themselves in emotional distress in response to an incident or life event. It is solely for people who live in The City of London or Hackney.

City and Hackney  
24 Hour Mental Health Crisis Helpline

**020 8510 8366**



East London  
NHS Foundation Trust

## Out of Hours Mental Health Support

IF you live in one of the other areas where the Trust provides services and you feel your mental health is deteriorating, or if you are in distress and you need to contact a health professional out of office hours, you can call one of the numbers below for the borough you live in:

Bedfordshire:  
0330 124 1771

Luton:  
0330 124 1771

Newham:  
020 8709 5555

Tower Hamlets:  
020 3594 3179





# New Life Through Sport, Leah's Story

FOLLOWING a mental health breakdown 2014, Leah Milner has been on the road to recovery and has established herself as a passionate mental health campaigner. During this time Leah got involved with the New Life through Sport project in Hackney, a sports rehabilitation programme that links physical health and psychological wellbeing to support recovery from mental illness or addiction.

Physical and mental health are inextricably linked, improving physical fitness can be a valuable stepping stone on the road to recovery. The programme, run by ELFT matches clients from mental health and/or addiction services in Hackney with student sports coaches from the University of East London for a structured 12 week fitness programme. Service users then receive a 12 month free fitness pass to the Copper Box arena gym at the Queen Elizabeth Olympic Park.

In her words, Leah Milner: I'm a freelance journalist and formerly a reporter on a national newspaper. In January 2014 I suffered a severe manic episode and became psychotic.

I was sectioned under the Mental Health Act and spent a fortnight in a secure psychiatric ward. It was a terrifying and disorientating time as the world around me distorted and I realised that my understanding of reality was no longer the same as that of those around me. After gradually coming down from the high and bringing the real world back into focus, I descended into a deep depression which lasted for months. At this point I was 32 years old and it was the first time that I had experienced either a manic high or a severe, clinical depression so it was bewildering to be diagnosed with bipolar affective disorder.

I was extremely lucky to be referred to the Jules Thorn Recovery Centre in St Pancras hospital where I was able to attend daily group therapy sessions, which included art, yoga, pottery, gardening, music and dance. I also received cognitive behavioural therapy with a psychologist. It took until the August of that year, attending the centre most days, before I had returned to anything like my normal self. There was a lot of careful adjustment to get the right balance of medication.

My care co-ordinator told me about an initiative called New Life Through Sport. Through the scheme I could get free gym membership for a year as well as 12 sessions with a personal trainer. I jumped at the opportunity to get free personal training. Which is how, one Saturday in June, myself and five friends set off on the Grand Union Challenge: our bid to walk 100km in 24 hours from



Leah Milner

Paddington to Bletchley along the Grand Union Canal. Collectively we raised more than £6,000 for our charities and personally I've now reached a total of over £3,000 for Mind, which is an amazing show of generosity from my friends and family.

I kept thinking of the massive support behind me when going through the toughest bits of the challenge when the pain from my blisters was at its worst and it kept me plodding on to the end. It was by far the hardest thing I've ever done. It was a wonderful sense of achievement once it was complete and fundraising has been a great platform that has allowed me to talk about my mental illness and gain strength by hearing the stories of so many others who have confided in me since I opened up about my own struggle.

*“It is inspirational to see what Leah has achieved with a little bit of help from NLTS and to see the significant positive changes in clients' self-esteem, confidence and well-being. The importance of exercise in improving a person's physical and mental health can be powerful in their journey of recovery and we are striving to offer a personalised programme out to as many clients as possible.”*

- Lisa Krockel, Programme Coordinator

*“Exercise can really improve our mood and help us to cope better with stress and anxiety. Joining the gym or attending an exercise class is also a great way to meet new people and combat isolation. Taking steps to improve our physical health can be hugely beneficial for our mental wellbeing, it's also an important part of the recovery process.”*

- Dr Kevin Cleary, Medical Director

For more information about the project or to get involved, contact Lisa Krockel, New Life through Sport Co-ordinator on 020 8985 3757 or email [lisa.krockel@elft.nhs.uk](mailto:lisa.krockel@elft.nhs.uk)

## CAMHS City and Hackney Take Over the Airways

**Tune into City & Hackney CAMHS**  
Tuesday 6th October 6:00pm  
East London Radio

listen online to our radio show as we discuss all matters mental health, emotional wellbeing and young people

join the conversation  
#hackneycamhs  
[studio@eastlondonradio.org.uk](mailto:studio@eastlondonradio.org.uk)

East London Radio  
www.eastlondonradio.org.uk

East London NHS Foundation Trust

ON 6 October, City and Hackney Child and Adolescent Mental Health Services took over the airways at East London Radio, a Hackney-based local radio station. The team secured an hour of airtime at 6.00pm to talk about mental health issues that affect children and young people. The broadcast featured a panel of four CAMHS clinical staff.

They discussed what CAMHS offers as a service, the types of treatment and support they provide and how families can access CAMHS support. They also signposted listeners to community based support services where people can gain access to advice around mental health and emotional wellbeing.

There was discussion focusing on common conditions which young people face such as Anxiety/Depression/Self-Harm/Eating Disorders, where the clinical panel presented anonymised case studies and were able to take questions from callers. The Trust communications team tweeted about the issues under discussion throughout the programme. If you would like to listen to a podcast of the show, go to <http://eastlondonradio.org.uk>

Special thanks go to Alan Strachan, People Participation Worker, and the CAMHS City and Hackney team.



Where Young Minds Matter

## Jade Ward Luton - New PICU



A new Psychiatric Intensive Care Unit (PICU) has opened in Luton, the first NHS PICU in Bedfordshire. A PICU is an intensive care in-patient ward for people admitted with a mental health crisis who need a higher level of support for a short period of time as part of their recovery. The unit has a higher staff to patient ratio to enable staff to provide intensive support and care to people admitted.

The new facility is an all-male service with nine beds and will treat patients from across Bedfordshire and Luton who previously had to receive this type of treatment and support outside of the county

*“This new unit will focus on providing the very best care to patients during the most difficult phase of their illness in a safe and secure environment. Providing a PICU for Bedfordshire and Luton means service users don’t travel outside of the county for treatment and will instead receive high-quality and specialist care close to home and can also receive visits from family and friends.”*

- John Wilkins, Managing Director of Bedfordshire and Luton Mental Health and Wellbeing Services

### SAMARITANS

Need someone to talk to?

The Samaritans charity now has a **freephone number** that can be called from a landline or a mobile and protects privacy and anonymity as it doesn’t show up on the telephone bill.

This is a FREE to caller number **116 123**

The Samaritans number is often given out by staff as a useful contact for service users.

## Computer Game Improves Decision Making Skills



ACADEMICS and students at the City University London have developed an innovative computer game in collaboration with service users from ELFT to support patients preparing for discharge from forensic services.

Forensic mental health services are specialist services for people who have a mental health problem and have had involvement with the police, courts or prison. Forensic rehabilitation services focus on treating mental illness, rehabilitation and recovery.

The game uses computer technology to re-enact real life situations that individuals may experience in the community. This gives service users the opportunity to prepare for challenging scenarios such as being offered drugs and alcohol. Patients can practice their skills in decision making, dealing with challenging situations and make better choices.

The game provides an innovative approach to supporting service users in the run up to their rehabilitation into the community. Six service users worked with Games Designer, Paul Hodge to develop a prototype that included accurate language, environment and realistic scenarios.

*“The lingo, like the action, was correct. The slang terms - everything was correct. That’s how they are going to approach you.”*

- Service User

*“Discharge into the community can be a challenging and difficult time for service users. This game provides an innovative approach to support rehabilitation. Working with the service users and academics we have been able to develop a valuable and practical tool that can give patients the confidence and skills to live independent lives.”*

- Dr Bradley Mann, Consultant Clinical Psychologist, Wolfson House

*“The idea behind the game was to provide a platform to support service user preparation for discharge by practicing the challenging scenarios they face in their everyday lives. The prototype game was developed with, trialled and evaluated by service users and providers and we found that there was confidence that a serious game would be a useful tool.”*

- Dr Lisa Reynolds, Principle Investigator, City University

## P2R: Path to Recovery

A new Drug and Alcohol treatment service, Path to Recovery (P2R), opened on 1 September 2015.

P2R is a one stop service which provides advice, treatment and support to people in Bedford Borough and Central Bedfordshire whose lives are affected by alcohol or drug, including prescribed and over the counter medications. The team provides an integrated service with a range of expertise available in one place.

The service operates from two bases, one in Bedford town and one in Dunstable and aims to support individuals to make the life changes that they want to make.

It will be a one-stop service irrespective of the type of substance(s) used by the individual. A new simplified treatment system will be easily accessible and provide

evidenced-based treatment interventions with specialisms such as Clinical Psychology input.

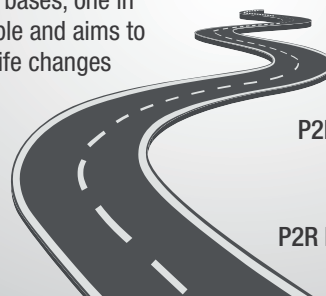
The underpinning adage of the service is: **We will not judge you. We will treat you with respect. We will support you to make the life changes that you want to make.**

P2R is open Monday to Friday from 10.00am - 5.30pm with a later opening on Thursday till 8.00pm. No appointment is necessary. People can just walk in.

**P2R Bedford:** 21 The Crescent, Bedford, MK40 3RT  
Call: 01234 352220

**P2R Dunstable:** 67 High Street North, Dunstable Bedfordshire, LU6 1JF  
Call: 01582 501780

**P2R Leighton Buzzard:** 8 Kilgour Court, Leighton Buzzard, LU7 1AT





## Improving the Patient Environment Throughout ELFT

AN ambitious programme to improve the environment for patients will see over £12 million spent this year alone on a range of initiatives from major building renovations to new soft furnishings.

Research shows that the quality of

*“We now have over 100 sites, a mixture of old, new and some designed for past styles of care. However, we are continually making improvements, not least to ensure we meet all national safety and quality guidelines. For the past four years, our capital development programme has allowed us to make some important upgrades and also improvements to a number of areas that we recently gained responsibility for in Luton and Bedfordshire. Our approach is to develop brighter, modern settings and wherever possible make the most of outdoor spaces, however limited this is in London.”*

- John Hill, Director of Estates

### Mother and Baby Unit

Works are underway to add two new en-suite bedrooms, a new activity room and a new conservatory for mothers, their babies or infants using this award-winning centre. The mother and baby unit offers admission to women who experience moderate to severe mental health difficulties during pregnancy or after giving birth and who are unable to be cared for at home. Its over-arching aim is to

keep the women and their babies together. Early works have also seen the neighbouring home treatments team benefit from a new main entrance, waiting area, staff reception room, treatment room and consultation room, new work benching in their central operations room, plus new air conditioning, redecoration and furniture.

### John Howard Centre

The John Howard Centre forms part of the Trust's Forensic Services. It provides medium secure services including a personality disorder service. Works are now underway

there to renovate and improve the reception area, including upgrading a key tracking system.



### Broadgate and Ludgate Wards Refurbishment Project

These wards are subject to major refurbishment including new windows, sanitary ware, light fittings and a new

mains gas line and boiler that will improve the hot water pressure. The project also includes complete decoration throughout.

### Newham Centre for Mental Health Seclusion Suite

The Newham Centre for Mental Health provides inpatient care. This capital development project has seen the creation of a new area including two en-suite seclusion

rooms that provide a safe and secure time-out environment when needed plus an improved observation station for nurses.



### New Bases for Community Health Services Staff

This project saw the relocation of around 150 Community Health Newham managerial and administrative staff from Warehouse K

in the Royal Docks to various sites across Newham. The staff are now based at various sites in the borough and are on the same sites as the teams they support.

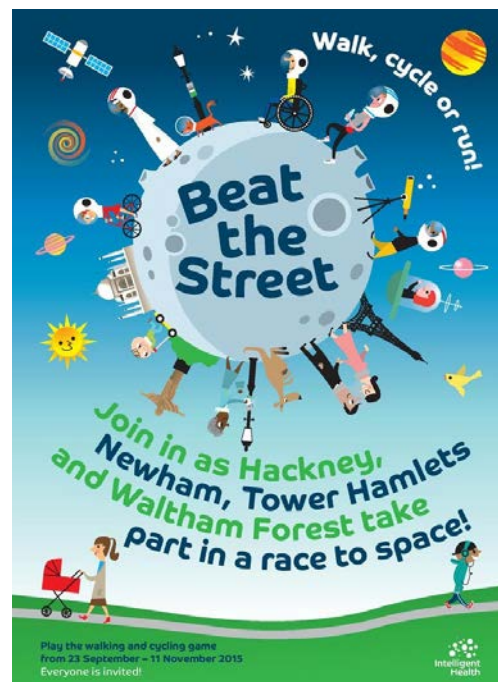
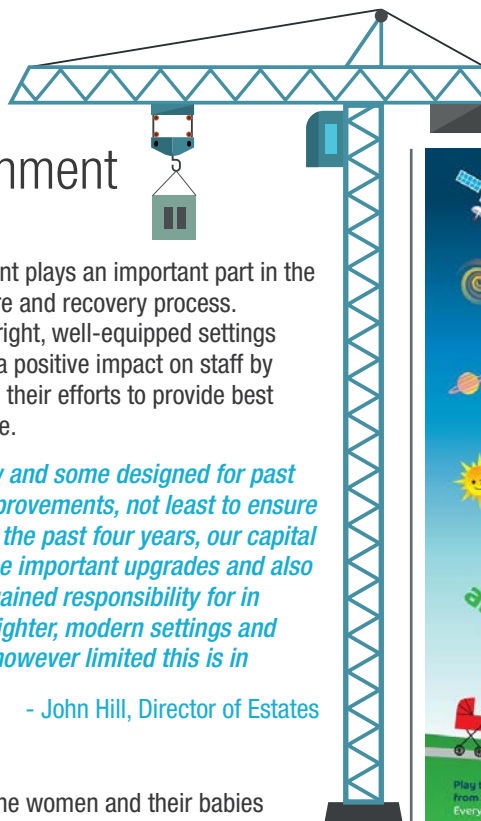
### Luton and Bedfordshire: Ward Improvements

This project will see the reconfiguration and refurbishment of acute mental health wards throughout Luton and Bedfordshire. It will

involve refurbishing bedroom areas to provide more privacy and dignity for patients.



Some of the projects involve major work and consequently there will be temporary changes to services in terms of where/how they are provided. Information materials will be available at each site with the objective being to keep disruption to a minimum. For more information about the project detail, timetable and their progress, contact 020 8223 8229 or email [salina.akhtar@elft.nhs.uk](mailto:salina.akhtar@elft.nhs.uk)



BEAT the Street is a competition designed to get communities in Newham, Tower Hamlets, Waltham Forest and Hackney more active by encouraging them to ditch the car and instead, walk, run, cycle or scoot! It is a walking, cycling and running game designed to increase physical activity levels and will take place from 23 September to 11 November 2015.

Residents will be set the challenge of walking, cycling or running as far as possible. There is a total prize fund of £20,000; as well as other prizes. It's free to play; residents can pick up a Beat the Street card from GP practices, libraries, and leisure centres. Beat Boxes will appear on lampposts around the four boroughs. Participants need to tap their card against any two Beat Boxes, within an hour of each other, to register a journey.

Regular physical activity is known to improve 23 long-term conditions, including heart disease, diabetes, cancers, dementia, depression and anxiety. Taking exercise also helps improve the health of those who already have these conditions.

For a list of maps, distribution points, rules and the leaderboard, click onto [www.eastlondon.beatthestreet.me](http://www.eastlondon.beatthestreet.me)





# JHC Transformation (Stamp out Smokin') event - 2015



Photos: Sian Evans



**THE Forensic Directorate is planning to go completely smoke free on the 16 January 2016. A smoke free wellbeing event was held back in October 2014 to provide service users and staff with ideas and initiatives to help make a successful transition.**

Moving to a smoke free environment is a big challenge. Raising awareness and encouraging people to make use of available support as early as possible is critical to success.

This year, the Smoking Cessation Steering Group and Forensic Events Committee held an event to introduce service users and staff to various exercise/sports/fun activities. Alongside these were smoking cessation, physical wellbeing and healthy eating stalls. The aim of the event was to motivate and encourage service users and staff to take greater responsibility for their physical health and to start making the small changes that will make the transition possible.

The event was organised and planned in conjunction with the Forensic Sports Team and Forensic User Involvement Group where the service user reps named the event as the "Transformation Event".

The event took place on 15 July 2015 in the sports hall, gym and tennis court. The

programme enabled everyone to take part in different activities and taster sessions. These were facilitated by experienced coaches and included Yoga, Tai Chi, and relaxation, Zumba and Boxercise.

Although the number of service user attendees at the event was lower than we hoped, the level of enthusiasm was fantastic and feedback from attendees was excellent; everyone who attended thoroughly enjoyed the event and, more importantly, it generated a greater awareness of the available interventions to quit smoking. Overall, the feedback we received concluded that the Transformation event was highly valued by our service users and colleagues who attended the event.

## Florid Website Launch

THE Trust launched a new and improved website for Florid, a website run by service users for service users. The site provides a platform for people with mental health experiences to share their stories with an online community built via social media and the Florid blogging site.

Florid's mission is to provide an online platform of clear, understandable information, advice and support for anyone seeking help for mental health difficulty. The website aims empower anyone experiencing ill-health to share without the fear of criticism or being judged.

At the launch, attendees heard from Trust Chair Marie Gabriel and Director of Nursing, Jonathan Warren who congratulated the Florid team on their hard work and service

user involvement.

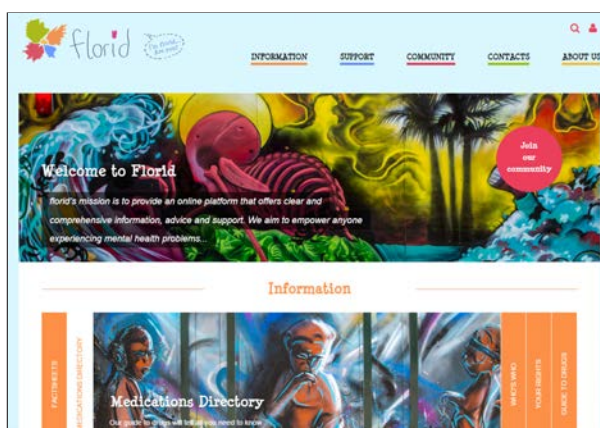
Later, Beth Ford, Florid Coordinator spoke about the changes to the website and their engagement plans over the next few months. She explained how the website will

enables user's to share concerns, changes that they'd like to see and most importantly, how their journeys have shaped their experiences and recovery. New additions include a

fact sheet, information on patients' rights and a medicine directory. Users can also blog on the Florid website; view the latest mental health news and events from around London.

[www.florid.org.uk](http://www.florid.org.uk)

[@Floridwebsite](https://twitter.com/Floridwebsite)

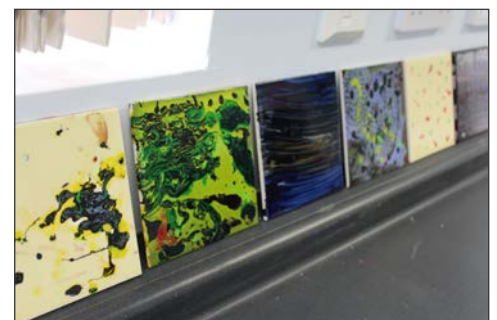


## Young People to Exhibit at Whitechapel Gallery



**YOUNG** people at the Coborn have developed an arts project which includes painted tiles, sculptures and an audio installation in partnership with a local artist.

The audio installation voices powerful stories from the young people themselves. An exhibition will be held at Whitechapel Gallery to showcase their work, check out our website for more information.







## Clinicians' experiences of offering **financial incentives to patients** to increase their adherence to anti-psychotic medication

by Katie Moran, Research Assistant, Unit for Social and Community Psychiatry

PEOPLE living with schizophrenia and other psychotic illnesses are often prescribed a 'depot' injection containing anti-psychotic medication. This helps to control symptoms and prevent relapse. However, for various reasons, not all patients take all of their prescribed depots. A recent research trial found that offering patients a financial incentive (money) to take their medication can be effective. Over one year, patients who were offered £15 for each injection showed improved adherence compared with patients who didn't.

Offering such financial incentives is controversial but what is the impact?

About a quarter of patients spent the money on food, alcohol, or drugs. A smaller number of patients spent the money on household goods, hobbies or tobacco.

A small number of patients asked for the incentive to be increased to more than £15. Some asked for their injection more often. Some turned up for appointments earlier than arranged.

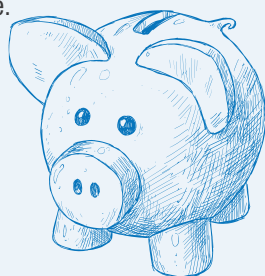
Around 20 patients not involved in the trial asked to be paid for their or asked why they were not being paid. A couple refused their medication unless they too were paid. The issue was resolved following an explanation.

The majority of clinicians found the incentive made it easier to manage patients' care, and patients' attendance for depot injections improved. About one third of clinicians interviewed felt that relationships with patients

improved mainly through greater trust and better communication. A small number of clinicians felt it was more difficult to manage patients' care if the patient bought drugs and/or alcohol and became more disengaged. Some clinicians felt paying patients had a negative impact as the relationship became more about the money.

Around a third of clinicians interviewed felt that the incentives had a positive effect on their patients' health. Through attending appointments and receiving medication on time, patients showed improvement in their mental health and a reduction in using drugs and/or alcohol. Others thought patients began to understand the benefits of their medication, but around a fifth felt the incentives had a negative effect on health when money was spent on drugs and/or alcohol.

The overall experience of clinicians was positive, with the majority feeling that incentives had a positive effect on their patients in a number of ways. However, clinicians for a third of patients did find the incentives had a negative impact on the patient or their relationship with them. This seems to suggest that the use of incentives may not be suitable for everyone, and this must be taken into account when deciding whether to use them routinely in mental health care.



The pace of change with our IT systems continues to accelerate. Full-scale deployment of Rio, our electronic patient record system, is progressing well in Bedfordshire and Luton. New physical healthcare forms are now available

within Rio and access to GP records has been enabled for all medical doctors. A new outcome monitoring tool, DIALOG, has been launched and work is well underway to develop risk forms and care act compliant care planning documents. Along the way we've had to solve a mystery.

### Physical Health Care

People living with severe and enduring mental illness tend to have significantly worse physical health. Monitoring physical health and supporting service users to take better care of themselves and access services is a priority. The IT department has worked closely with medical staff to develop a range of online physical healthcare forms to support this.

### RiO Comes to Bedfordshire and Luton

Rio is being deployed throughout Luton with the immediate benefit that Community and Ward staff will have access to the same clinical record and are better able to track where service users are within the healthcare system.

### DIALOG

Our academic unit led by Professor Priebe has developed a new way of measuring service user progress. DIALOG is an interactive way of monitoring progress with immediate feedback for service users.

### Pharmacists Access GP Records

Pharmacists led the way over the summer in testing access to GP records using Summary Care Record to check medication. Medical staff can now access these which is making care much safer and reducing time.

### Patient Safety

A major task is to programme our care plan and risk documents into RiO and ensure these are compliant with the new Care Act. Workshops have commenced across the Trust and Social Services to progress this. 12 staff have completed an electronic Clinical Risk Management course making us one of the few Trusts in the country with a multi-disciplinary electronic clinical safety team.

### Improved GP Communication in Newham

We are deploying EMIS, an Electronic Patient Record System used by many Newham GPs, to improve communication. Staff are being trained and it will be in use after December.

### And so to the mystery

We all know what it's like when our computer at home stops giving us access to Amazon. For a moment we're not sure whether it's the broadband connection, our computer, the Amazon website or something else. Something similar arose for the Trust in September. The technical expertise required to disentangle this issue was impressive. As a result, the IT department is refining its recovery plan, improve communications to staff, and advise of alternative ways of accessing RiO.



## Preparing for Inspection



AS the Trust gears up for its Care Quality Commission (CQC) inspection, Trusttalk caught up with Graham Hinchcliffe, a CQC inspector working as part of our CQC preparedness team. We asked Graham what the inspection would entail.

### What do CQC inspectors measure and what are they looking for?

They measure whether services are *safe, effective, caring, responsive and well-led* against the fundamental standards of care. They are looking to gather evidence to support a judgement about services by speaking with staff at all levels, service users, carers, the public and looking at documentation.

In addition to the inspection visit, the CQC uses information it has gathered about the Trust's performance. The CQC also approaches external stakeholders such as local authorities, CCGs and NHS England for information about the Trust.

They use all this information to come to a judgement and write a report about each service and the Trust as a whole, giving them a rating- Outstanding, Good, Requires improvement or Inadequate. Where services are not meeting standards, the CQC asks for action for improvements to be made.

### How long do the inspections last, and where will the inspectors go?

The inspection team will usually be on site for three days. They can also carry out unannounced visits over the following 10 days, usually where they have further concerns. They will usually spend half a day with each team and can visit at any time, day or night.

They will visit teams that the CQC defines as 'core services', which can be found on the CQC website. They may also visit more specialist services based on risk, activity or innovative practice. The inspection will be announced 20 weeks in advance. Individual teams will know when they're being visited nearer the time.

The inspection is your opportunity to shine and show off best practice. I would encourage all staff to talk to the inspectors, remembering that inspectors are just staff who work in similar services.

### What do you think we do well at ELFT and what can we improve on?

Since joining the CQC preparedness team, one of my roles has been to visit all services which I am currently in the process of doing. So far I've seen a lot of really good practice such as participation in research, networking and accreditation, innovative use of technology and the quality improvement (QI) projects. I've also seen some areas that could be improved, such as the organisation of bank and agency staffing, the coordination of satisfaction surveys and audit programmes and inconsistency in completion of patient records. This information will be compiled for individual teams to share best practice.

### A lot of energy seems to be going into preparing for the inspection. Why is that?

It's always good to be prepared! The Trust and the CQC want the same thing; top quality services for service users, their family and carers, and for Trust staff. Inspection preparations offer a great opportunity to take stock and to share learning across the Trust and from other organisations. It's a chance for us to check consistency in standards Trust-wide, and to put in place any sustainable improvements where necessary. Ultimately we want staff to feel confident in the quality of their service, to understand the inspection process, and feel ready and able to speak up about their service.

### Who can people talk to about the inspection?

Anyone can contact the CQC Preparedness Team by emailing:

[CQCPreparednessTeam@elft.nhs.uk](mailto:CQCPreparednessTeam@elft.nhs.uk)

Staff, patients and carers can contact the CQC directly to share their views.

For more information about the CQC inspection visit:

[http://elftintranet/our\\_organisation/cqc\\_inspection.asp](http://elftintranet/our_organisation/cqc_inspection.asp)

## Keats Ward Macmillan Coffee Morning



**"I am proud of Keats Ward for holding probably the greatest coffee morning ever!"**

- Mark Pattison, Ward Manager

## Staff Join CQC as National Advisors

STAFF from East London NHS Foundation Trust have been recruited to join the CQC as national advisors for mental health. Director of Nursing, Professor Jonathan Warren and Head of Forensic Services, Dr Paul Gilluley will join seven other clinicians from across the UK as professional advisors in the upcoming national inspections.

They will work with the CQC to provide advice and leadership on how the CQC inspect and regulate mental health services across England. The CQC is due to inspect every NHS mental health hospital by April 2016, the advisors will use their experience and expertise to advise the CQC on its regulatory actions.

Dr Paul Gilluley will lead on forensic mental health and will take the role of national advisor for forensic services. He is currently the Head of Forensic Services at the Trust and a consultant forensic psychiatrist. Paul has previously worked as Clinical Advisor to the London Specialised Commissioning Group. He was also appointed Chair of the Advisory Group for the Quality Network for Forensic Mental Health Services in 2009 and has worked with the Department of Health in developing policy for secure services.

Professor Jonathan Warren will take on the role as national advisor for mental health nursing and will work with Vanessa Ford, a colleague from WLMHT. They will support the CQC to establish nursing guidance, give policy advice and key areas of nursing practice. Jonathan is currently the Executive Director of Nursing at the Trust; he has worked in a range senior roles in adult and forensic mental health, including Pentonville Prison. Jonathan is also a visiting Professor at City University where he has been instrumental in setting up the Institute of Mental Health Nursing in collaboration with City University.

# Qi Programme UPDATE

Qi in ELFT continues to gain momentum. We currently have around **138 active Qi projects** in the Trust, all aimed at reducing harm, or providing the right care, at the right time, at the right place. It's also great to see some projects achieving their initial aims recently. There is lots to learn from these pioneering Qi projects. You can find more on completed and successful projects on the Qi microsite, in our regular newsletters, and more recently on the Qi visibility wall at Trust HQ.

The role of the first three cohorts of Improvement Science in Action trainees and the Qi projects their teams have developed has been significant to this progress. By the end of November **400 staff will have been trained in the 6 month ISIA programme**, with many more expressing interest in Wave 4 which starts in December. Some of our Service Users and Carers have also been trained to this level, as well as participating in bespoke half day Qi training.

Our latest training offering aimed at all staff, service users and carers, is **Pocket Qi**. A modular introduction to Qi for anyone involved in Qi or wanting to learn core Qi skills. Six cohorts of

training are planned out over the next year, there are 4 modules in each cohort and at venues across the Trust. Visit the Qi microsite training pages to learn more.

**What impact are we seeing so far?** Here are just three examples:

❶ A collaborative project aimed at reducing violence across all Tower Hamlets Inpatient Wards has **more than halved violence** across the 4 acute wards from 5.8 incidents/1000 Occupied Bed Days to 2.5. Representing a 57% reduction.

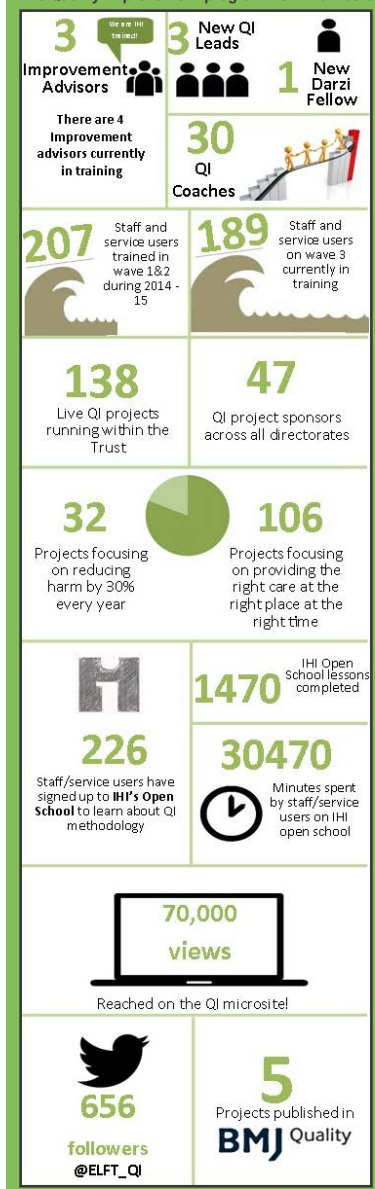
❷ Newham's Extended Primary Care Service are using Qi to reduce the grade 2 and grade 3-4 pressure ulcers acquired in their care by 25% by December 2015. So far they have seen a **50% reduction in grade 2 pressure ulcers** sustained, and have improved the reliability of Waterlow risk assessment completion to 97%.

❸ Reducing omitted doses of medication across all Older People's Wards (MHCOP). The introduction of a league table concept has led to a **more than 90% reduction** in the missed dose rate across all six mental healthcare of older people wards. This has potentially led to a yearly cost-saving of around £34,000.



Next time you're at Trust HQ visit the Qi wall on the ground floor to learn more about our commitment to quality improvement and the projects that are driving Qi at ELFT

## The Quality Improvement programme in numbers



## What Staff will ❤️ About our New Intranet

THE Trust's new intranet will go live in November. An intranet is like an internal website which staff can access for documents and resources such as policies, procedures, guidance, forms and templates. It follows months of behind-the-scenes research, design, discussion and debate, document uploads and testing. The web team interviewed a range of staff from all corners of the Trust to inform the design and produce an intranet that supports staff in their work and gives them what they need at their fingertips.

The search function will enable staff to search via titles, key words, content, etc. to help them access documents more quickly

It will have a cleaner modern design, less cluttered and easy on the eye.

Departments will eventually be able to set up their own areas with updates, noticeboards, etc.

In time, it could reduce the number of emails we send and receive, as local information can be placed on the intranet for viewing.

The intranet has been made for our staff. It will be able to grow with us and can be shaped to meet our future needs.

## Emerald Ward is a Gem

EMERALD Ward at the Newham Centre for Mental Health has maintained its 'Excellent' status level 1 in AIMS.

AIMS is the Accreditation of Inpatient Mental Health Services run by the Royal College of Psychiatrists (RCPsych). Their 'excellent' accreditation status is the highest level achievable in AIMS. They received their accreditation following a rigorous self-evaluation and analyses by RCPsych on all aspects of their service including service user and carer satisfaction.



## Celebrating ELFT Volunteers Event

ON 28 July, a special event was held to say Thank You to the **500+ volunteers** we have in the Trust. Over the past 4 years over 2500 volunteers have assisted in a range of activities within various departments and this number is continuing to grow. It is important that we take the time to recognise our volunteers. This event was held in conjunction with National Volunteers Week that is held in June each year.

Nicola Bastin (Deputy Chair of Governing Body) came along to meet the volunteers. She said some very kind and powerful words

recognising the impact volunteers have on the service users and staff within the Trust.

The event started with afternoon tea. All the day's presentations were heralded by the Pandemonium Drummers, volunteers who took part in the London 2012 Olympic Games Opening and Closing Ceremony. An introductory slideshow was set to music, (appropriately M People's - 'What have you done today to make you feel proud') and highlighted the impact volunteers have had on the Trust, and on their own development and wellbeing. Special certificates were presented to say thank you.

If you are interested in having volunteers in your department or becoming a volunteer, please contact Ann Lacey (Trust Volunteer Coordinator) on 020 7655 4169 or [ann.lacey@elft.nhs.uk](mailto:ann.lacey@elft.nhs.uk)



SINCE November 2013 ELFT and City University have supported LAMP. The association is managed by two ELFT staff, Betsy Scott and Laura Pisaneschi.

The aim of the association is to provide a London Based forum for staff involved in the support of mentors and the training of student nurses in mental health settings to come together and collaborate on common issues and challenges.

LAMP run two conferences each year that mentors across London have free access to.

The dates for this project year are:

**4 December 2015**  
and  
**11 March 2016**

Betsy and Laura spoke at the RCN conference this September.

[www.lampmentor.london](http://www.lampmentor.london)

[education2911](https://twitter.com/education2911)

For details of completed project work email: [lamp@city.ac.uk](mailto:lamp@city.ac.uk)



Chris Johannesen, an Administration Officer in the Mid Beds CMHT at Spring House, Biggleswade Hospital, made sure she had something interesting to read on her holiday in Iceland in September. Take a copy of Trusttalk with you on your hols, get someone to take a photo and we'll publish it! Send it to: [communications@elft.nhs.uk](mailto:communications@elft.nhs.uk)

Want to Receive our Trusttalk e-magazine by Email?



If you receive 'Trusttalk' by post, but would prefer us to send it to you by email, simply let us know by emailing your name and address to [membership@elft.nhs.uk](mailto:membership@elft.nhs.uk) We also have an electronic newsletter called 'e-Trusttalk' which is sent to all members who have provided us with an email address.

## Hannah Competes in Ironman America



Hannah Mellor

KEEP fit fan and charity marathon runner Hannah Mellor in the People's Participation Team has been in training for 6 months.

She is off to sunny California to complete the 'Ironman America'

Triathlon competition to raise money for the charity: 'Fight Bladder Cancer'. This small charity is the only bladder cancer charity in the UK founded and run by bladder cancer survivors and their families; they provide confidential forums, local support groups and bladder cancer buddies who provide 1-1 support. Hannah hope to raise £2000 and donations can be made on [www.justgiving.com/Hannah-Mellor2](http://www.justgiving.com/Hannah-Mellor2)

Everyone wishes Hannah the very best of luck!

## Join the Members Working Lunch Group!



Members' Working Lunch Meetings are held quarterly.

These meetings are a great opportunity for members to hear about Trust services and be kept informed about any new developments at the Trust. We value feedback from our members and invite members' views at these meetings around current membership and Trust issues. The Members Working Lunch Meetings also provides the important opportunity for members to meet and communicate with Trust governors and for governors to update members about their work with the Trust. Lunch and refreshments are provided. If you would like to find out more about the Members' Working Lunch Meetings, please contact the Membership Office on 0800 032 7297 or email [membership@elft.nhs](mailto:membership@elft.nhs)

Get in Touch

If you would like information about being a Trust member, or if you would like to join as a member, contact the Membership Office at: [membership@elft.nhs.uk](mailto:membership@elft.nhs.uk)

0800 032 7297



# Governor Elections 2015

## Your Chance to Make a Real Difference to ELFT Services!

OUR Governor Elections opened on 28 September. All eligible members and Trust staff will have received an invitation and information to stand for election to the Council of Governors to fill 21 vacant seats as listed to the right.

To stand for election you must either be a public member of ELFT, aged 16 and over, living in any of the constituencies listed above or an ELFT staff member. If you would like to nominate yourself but are not yet a member (staff are already members), contact the Membership Office on **0800 032 7297** or email [membership@elft.nhs.uk](mailto:membership@elft.nhs.uk)

To be a governor it is essential to have an interest in working positively with the Trust, be able to commit the time to communicate with and represent the views of members and local people to the Trust, attend six Council of Governor meetings a year and attend Governor Induction sessions. The role is rewarding where governors can make a real difference to Trust services as well as gaining new skills and experience.

### Constituency and Number of Vacant Seats

3 Newham	3 Luton
3 Hackney	2 Bedford
3 Tower Hamlets	4 Central Bedfordshire
1 Rest of England	2 Staff

## Your Vote Counts!

Once Nominations have been received by the deadline, all eligible members and staff will be invited to take part in voting for their Governor Representatives.

To help us make sure we have elected Governors with the right skills and commitment to perform this important role, we encourage all members and staff to take part in the voting process. If you would like more information about the election or have not yet received a nomination form, please contact The Returning Officer, Katie Roper

UK Engage, Image House,  
10 Acorn Business Park,  
Heaton Lane, Stockport SK4 1AS

Tel: **0345 209 3770**

Fax: **0161 209 4804**

Email: [elft@uk-engage.org](mailto:elft@uk-engage.org)

Text: "eastlondon" plus your name and address to:  
**07930 989 801**



## MEMBERS

### Governor Election Timetable 2015



Notice of Election



Deadline for Receipt of Nominations



Publication of Statement of Nominations



Deadline for Candidate Withdrawals



Notice of Poll Issue of Ballot Packs



Deadline to vote by 5pm

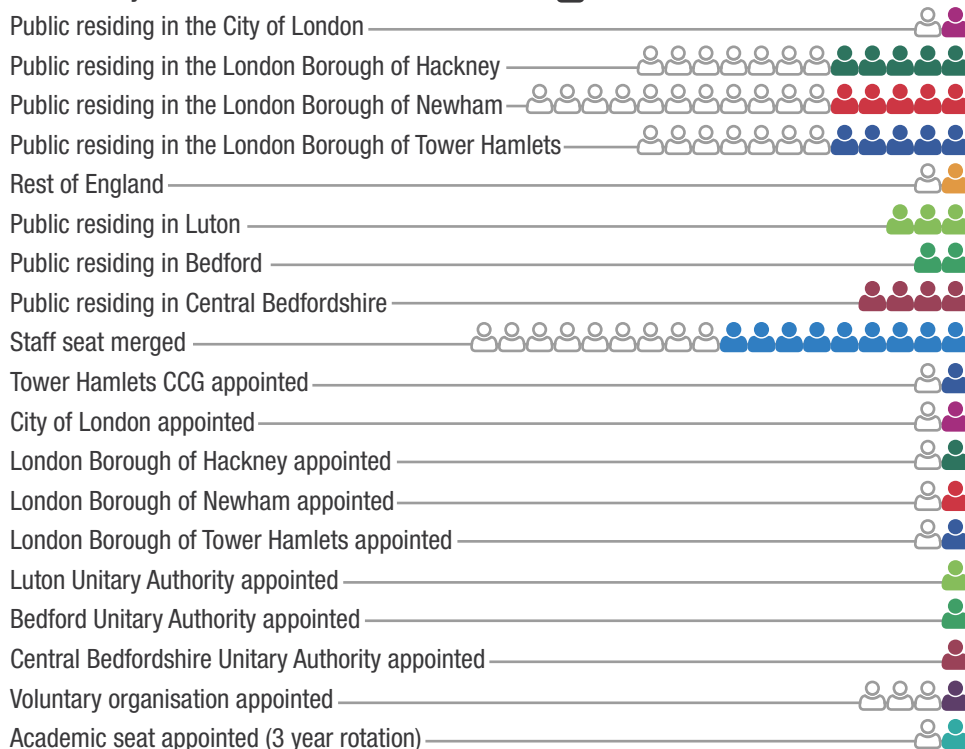


Declaration of Results

## Reviewing the Council of Governors

### Constituency

Previous number of Governors  
 New Structure



THE consultation about the size and composition of the Trust's Council of Governors closed in August 2015. A total of 418 completed questionnaires were returned during the consultation period, equating to 3.15% of the Trust's members and stakeholders that were invited to respond. The analysis of completed questionnaires showed that the overall most preferred option was a reduction in the number of representatives on the Council of Governors. The full report on the consultation outcomes is available from the Membership Office and Trust website.

Having considered the outcomes of the consultation, the governors voted at their September meeting to reduce the number of elected governors representing our east London constituencies. The overall size of the Council will however remain the same because of the addition of governors who will represent our three new constituencies in Bedfordshire and Luton. The graphic to the left compares the number of governors in previous and new structures.

Following this decision from the Council, the Board will then ratify the new structure at their October meeting.



# Flu Campaign 2015



A flu vaccine is available for free on the NHS for:

- anyone over the age of 65
- pregnant women
- anyone who is very overweight (with a body mass index over 40)
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems

An annual flu vaccine nasal spray is also now offered to healthy children aged two, three and four years old, and to children in school years one and two.

The best time to have the vaccine is in the autumn, **between September and early November**.

If you think you might need it, contact your local GP surgery.

You should have the flu vaccination every year so you stay protected, as the viruses that cause flu change every year.

## Preventing the Spread of Flu

You can help stop yourself catching flu or spreading it to others with good hygiene measures. Always wash your hands regularly with soap and warm water, as well as:

- regularly cleaning surfaces such as your computer keyboard, telephone and door handles to get rid of germs
- using tissues to cover your mouth and nose when you cough or sneeze
- putting used tissues in a bin as soon as possible

You can also help stop the spread of flu by avoiding unnecessary contact with other people while you're infectious. You should stay off work or school until you're feeling better.

## Protecting Staff to Protect Patients

The Trust is rolling out an extensive staff flu vaccination programme to ensure that as many staff as possible receive the flu jab this year. Health professionals need to protect the patients and families they see, and take precautions to ensure they stay well to be able to work and maintain health services throughout the winter. Vaccination isn't just about keeping themselves safe, it's about protecting others including colleagues and their own families.

A team of flu champions, staff who have had training in immunisation, will hold clinic sessions and visit wards and health centres to take the flu jab to staff in the workplace.

Director of Nursing, Jonathan Warren, and Deputy Chief Executive, Dr Navina Evans have had refresher training and are going to administer some of the flu jabs to staff.

The three 'flu fighter' messages are:

- 1 **get your vaccine**
- 2 **wash your hands**
- 3 **stay away from work if you are ill**

The Trust will be reinforcing these messages to staff throughout the flu campaign.

## FINAL WORD from the Chair



I started my column in the last edition of Trusttalk saying I was thrilled to learn that we have won a series of awards. And here I am again proudly announcing that we have been shortlisted for four more awards. ELFT has been shortlisted in the following categories in the Health Service Journal Awards: **Provider Trust of the Year, Board Leadership, Staff Engagement and Workforce**. The winners will be announced in November.

It was good to meet so many of our governors and members at our Annual Members Meeting. I relish the level of debate that we are able to have and the energy of the group in addressing issues and looking forward. We were fortunate to have two inspiring speakers at our Annual General Meeting which followed. Jonny Benjamin and Ben Salmon shared their stories and showed how they have both in their different ways found ways to manage their personal situations, and at the same time, challenge stigma. With World Mental Health Day

approaching as I write, I am more aware than ever of the importance of talking about mental illness and enabling others to speak about their challenges, their good days, their bad days, what helps and what doesn't. Not talking about mental health contributes to discrimination.

The nights are drawing in and the temperature is dropping. While it is still mild, it is a chance to prepare for the winter. If you are someone with a long term health condition, make sure that you get your flu vaccination. We are urging our staff to have the flu jab too to ensure they are protected from flu to be able to come to work, and also avoid passing flu onto others.

Staff in more rural areas of the Trust need to ensure their cars are winter-ready and that they are ready for whatever the winter brings. We don't want you getting stranded in the snow!

I am looking forward to the Trust's own Staff Awards ceremony in November. This is the biggest event the Trust holds and is the highlight of my year. It is when we take time to reflect on the incredible contribution our staff make to the wellbeing and progress of the people in their care. It is an opportunity to say a BIG thank you to all our staff for their commitment and passion. I look forward to meeting as many staff as possible both on stage.. and on the dance floor!

**Marie Gabriel**