

Autumn 2016

TRUSTtalk

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

ELFT rated OUTSTANDING

Governor Elections Update

World Mental Health Day

Get the Flu Jab!



We care We respect We are inclusive

East London
NHS Foundation Trust



Chief Executive

FOREWORD



Dr Navina Evans

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IT has been an exceptional time in the history of the Trust, in my first couple of months as Chief Executive. Or should I say, it has been an 'Outstanding' time. The front page of Trusttalk says it all! Following our CQC assessment at the end of June, the CQC awarded the Trust an 'Outstanding' rating. You can read all about it in a special CQC feature on pages 8-10. We have also included a selection of responses and messages of goodwill that we received.

You will see opposite that the Trust has been shortlisted for a number of external awards. Congratulations and good luck to all the teams and individuals whose work has been recognised.

We have been hosting a number of events to bring together people interested in the work of the Trust. Our AGM was a busy affair this year with more than 150 people attending. (See page 11) We were delighted to be joined by Professor Martin Marshall and Sandra Erskine to explore what integrated care means in reality.

On 3 October, we held a Lesbian, Gay, Bisexual and Transgender (LGBT) Conference. This was a great opportunity to raise the LGBT profile within our organisation. We were joined by Ruth Hunt, Chief Executive of Stonewall and Nick Crosswell. (Page 14)

And on 5 October, we held our annual Research Conference at St Bartholomew's Hospital where 14 research projects were showcased and early findings shared.

As always, this was a great opportunity to hear the latest thinking and learning around mental health care, treatment and management. (Page 5)

It is good to see that the new Bedfordshire

Street Triage Mental Health project is already having an impact on families wishing to get the right response when a loved one is in crisis. On page 4, you can read a heartfelt letter from the mother of a young man who was supported by this new initiative.

I would like to welcome our eight trainee mental health social workers who started in the Trust in September as part of the pioneering Think Ahead social work training programme. They will be based in Hackney and Luton. (See page 4)

We are set to welcome new staff from Tower Hamlets into the organisation when Community Learning Disabilities Services and Drug and Alcohol services join ELFT later in the year.

As the nights draw in, we are reminded about the need to keep well during winter and take steps to ensure that we minimise risks to patients. Our staff flu campaign got underway in early September to encourage our staff to get immunised against influenza to reduce the risk of them spreading the illness to patients. (See below) We are making it easier than ever this year for staff to get the flu jab, and we will be ensuring that people in our care with long term conditions are also protected.

I have really enjoyed my start as Chief Executive and am aware that this privilege comes with the responsibility of maintaining standards and working with staff to ensure we continue to reflect on our practice, listen to feedback and put ourselves in the shoes of the people who use our services. Always working to improve.

Dr Navina Evans

Celebrating Service Users, Carers and Volunteers



THE ELFT People Participation Awards took place at The Orbital, Queen Elizabeth Olympic Park to celebrate service users, carers and volunteers.

Over 130 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 People Participation Awards was an opportunity recognises the critical contribution of every patient who works with us. Congratulations to all the winners and nominees.

- The winners:
- Interview Panellist Award - Shazia Hameed
 - Peer Support Worker Award - Abdul Chaudhari
 - Staff Trainer Award - Rachael Howison
 - Volunteer of the Year Award - Steve Cordes
 - Quality Improvement Award - Joanne McAllister
 - Patient Feedback Award – Steve Terney
 - Chair's Award (Project of the year) - Newham Peer Support Project
 - Chief Executive Award (Person of the Year) - Zhenreenah Muhxinga
 - Moving On Award - Eileen Wade, Leigh Bell and Asia Chowdhury

City and Hackney Service User Network (SUN) Success



ELFT Chair Marie Gabriel and Krishna Maharaj, the Chief Executive of Mind in City and Hackney formally launched the Service User Network in Hackney. The Service User Network aims to support people in distress to manage their feelings and behaviour when in crisis.

Attendees at the event heard how the group has really taken off. Participants have been involved in drawing up a personal crisis plan of what they want to happen when they are in crisis. People can attend when they feel they want to and when they feel it would be helpful. To join, call 07508 842 688 or email sun.referrals@elft.nhs.uk

Awards

SEASON

A number of ELFT teams have been successful in being shortlisted for awards over the summer. The presentation ceremonies are approaching and we'd like to wish the seven teams shortlisted the very best luck. Being shortlisted is an amazing achievement in itself and something to be proud of. Good luck to all!

- HSJ Awards
- Provider Trust of the Year
 - Clinical Research Impact
- RCPsych Awards
- Team of the Year, CAMHS
 - Team of the Year, Working Age Adults
 - Trainer of the year, Dr Ian Hall

- Positive Practice Awards
- Tower Hamlets Early Intervention Service

Top of the Class



CONGRATULATIONS to Francis Kudjoe who has graduated from the Mary Seacole Programme having successfully completed a post graduate certificate in Healthcare Leadership with a merit.

The one year programme is designed for those looking to move into their first formal leadership role and empowers people to turn their success into consistent team success and to champion compassionate patient care.

"The knowledge and skills acquired will enable me to work effectively in my intrinsic ELFT Safeguarding Children Team and the Trust."

- Francis Kudjoe, Specialist Safeguarding Health Visitor for Domestic Abuse



CHIEF Executive, Dr Navina Evans, Medical Director, Dr Kevin Cleary and Deputy CEO Jonathan Warren are supporting the Trust's annual campaign, strongly encouraging staff to protect themselves, their patients and colleagues by having their seasonal flu vaccination.

The Trust has rolled out an extensive vaccination programme to ensure that all staff are able to receive the jab. Healthcare workers need to protect the patients and families they see and to make sure that they stay well throughout the winter.



Welcome to Our Trainees



THE Trust welcomed eight trainee mental health social workers as part of the Think Ahead programme. They will be based in Hackney and Luton and the programme is being run in partnership with London Borough of Hackney and Luton Borough Council.



ELFT successfully applied to partner with charity Think Ahead to provide on-the-job training for highly-talented graduates and career-changers to become mental health social workers.

The Think Ahead programme opened for applications last year and immediately became one of the country's most competitive graduate options with over 2,300 applicants. It has been supported by over £12m funding from the Department of Health.



"Mental health social work is a highly skilled, complex career - and we are delighted that these winning areas will help Think Ahead attract the brightest and best into the profession. Our funding will help talented graduates and career-changers support thousands of people to lead more independent and fulfilling lives."

- Alistair Burt, Mental Health Minister and MP for North East Bedfordshire

Congratulations and welcome to our new trainee mental health social workers.

Mother Praises Mental Health Street Triage for Support



BEDFORDSHIRE'S new multi-agency Mental Health Street Triage has received a heartfelt thank you from a mother whose son was helped in a crisis.

In a letter to triage partners the mother described how her 18-year-old, who suffers from depression and paranoia, became psychotic and aggressive after his condition deteriorated over several days. She dialled 999 for an ambulance, and the call handler alerted the Mental Health Street Triage. The team attended, providing expert support.

She wrote: *"It was heartbreaking to see him in such a bad state. I cannot put into words how amazing they were and how much support they gave to my husband and I. We felt we were speaking to experts who would ensure we got the right outcome for our son. We had both been through so much, as had our son, who by now was afraid of what was happening to him."*

The Mental Health Nurse quickly came to the conclusion that he was not on the right medication, and tried get different medication for him that night. It was difficult for them, but they did after numerous phone calls.

He told them he would not take the new medication so they stepped in to get [our son] admitted to hospital. The doctors, who were also fantastic, arrived but as he would not agree to go, [our son] was sectioned."

She added: *"Throughout this the street triage team were so supportive, explained what was going on, were lovely to my son, but above all were so determined to help us. I really don't know what would have happened if they were not there."*

The work this team do cannot be measured against any standard department, as the people they are dealing with are not straightforward and all need a variety of treatment and support. My husband and I are eternally grateful for what they did. Please pass on our sincere thanks to all those who came to our house."

Royal Engagement in Luton

Priya Acharya from 105 London Road Recovery Unit spent time with the Duke and Duchess of Cambridge as part of her role as mental health awareness project lead for OM Group, a Luton-based Hindu charity. The clinical practice lead, who has also worked at Onyx Ward in Luton, met the couple in her role as project lead for mental health awareness with OM Group, a Luton-based Hindu charity that aims to put unity back into the community through social, sporting, educational and cultural events.

HEALING WITH ART

ARTISTIC self-expression and creativity can be a powerful tool in mental health recovery and with 1 in 4 people experience mental health difficulties in their lifetime and research has shown that the arts can be a key component of recovery. We are proud to be able to support service users in their artistic pursuits, find out what some of our patients have been up to over the summer.



THIS artwork was created by a young person in honour of Mental Health Awareness Week, in her own words...

"I inspired myself but also through others who have gone through their own mental health struggles. Whilst drawing this artwork I cried as I've been through a lot. I was in hospital for 7 months but came out being able to build on my mental health. I'm getting there and it takes one day at a time. When I look at this art piece a second time it makes my heart feel warm because mental health does not define you - your strength and courage does. Strength and courage comes from within; within your heart - believing in yourself that things will work out. Most people who have had mental health struggles have cried through their journey but all of those tears lead to hope because hold on pain end 'HOPE'" By Sarah Matata

ELFT Trends on Twitter Following Illuminating BBC Bipolar Programme

PAUL McLaughlin, new Interim Lead Nurse for Newham, was interviewed for the Victoria Derbyshire Show by Actor and Film Director Adam Deacon.

For the programme, Adam wanted to talk to Paul about his diagnosis of Bipolar and admission to the Tower Hamlets Centre for Mental Health where Paul was the Modern Matron. Watch it on Catch-up TV or read about it at www.bbc.co.uk/news/health-36977700



Publishing Success for Service User



SERVICE user and Hackney local Keith South is a writer, poet, songwriter and photographer. Keith has been working closely with the charity Core Arts to pursue his creative interest and promote positive mental health through the arts.

This year, with assistance from Core Arts, Keith published a book of his short stories 'Sinister Settings'. It's a mixture of horror, science fiction and psychological fiction, marked by black humour and a strong moral sensibility. 'Sinister Settings' is available as paperback and PDF through www.blurb.com

Uplift Research Study

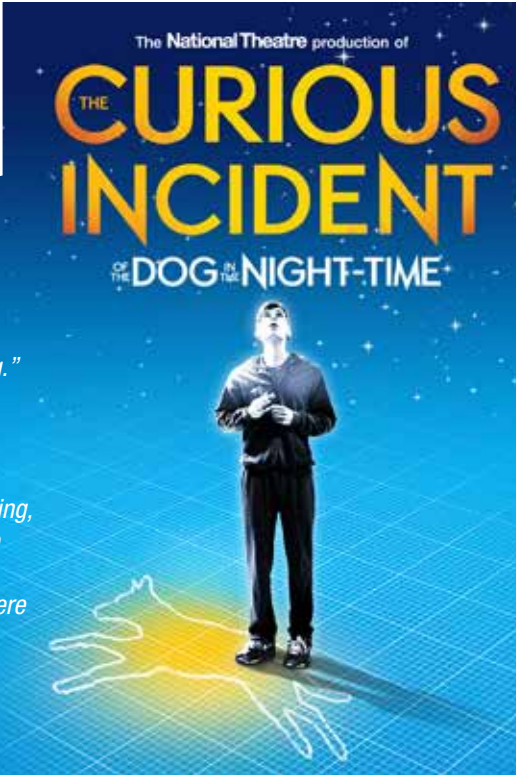
New Approach to Managing Depression

People are being invited to be involved in a research study to find out if the Uplift website is acceptable to people with symptoms of depression. The project is open to staff or service users as long as they are over 18, have regular internet access and identify as having low mood. The Uplift website offers different activities that may be helpful for depression. To find out more or if you have any questions you can contact Sophie Walsh on: 020 7540 4380 Extn: 2309/ 07706 678176 or email: sophie.walsh@elft.nhs.uk

Theatre Review

"The actor who played Christopher was very good and he was exactly as I had imagined him to be from reading the book. I would give this play a 5 star rating."
★★★★★ Muhammed Alauddin

"I really enjoyed this play. The whole performance was excellent. It was a thrilling, unmissable show. It really is a must - see play! The stand out performance was by Thomas Dennis. The set was unusual where cupboards and doors seemed to appear from nowhere. I would give this play a 5 star rating." ★★★★★ Glenn Kean



The National Theatre production of
THE CURIOUS INCIDENT
of the DOG in the NIGHT-TIME

"The play was really good because the actor playing Christopher was very good. His voice was the way I had imagined it from reading the book. The beginning of the play was scary but then it was funny and enjoyable. The theatre was packed full with nice people and I had a good view and a comfy seat. I would give this play a 4 star rating." ★★★★★ Doraj

"I read the book The Curious Incident of the Dog in the Night-time and then went to see the play at the theatre. I enjoyed watching the actor who played Christopher because he was excellent at performing someone who has Asperger's. The rest of the show was also fantastic and I enjoyed it very, very much! I would give this play a 5 star rating. Brilliant!" ★★★★★ Harry Edwards

ON 7 July, four service users from Hoxton Ward at Wolfson House went to see *The Curious Incident of the Dog in the Night-time* at the Gielgud Theatre, Shaftesbury Avenue. They had studied the book in their English class and had all really enjoyed it. This is their review...

The Curious Incident of the Dog in the Night-time is a murder mystery play like no other. The detective and narrator is Christopher Boone. Christopher is 15 and has Asperger's Syndrome. He knows a very great deal about maths and very little about human beings. He loves lists, patterns and the truth. He hates the colours yellow and brown and being touched. He has never gone further than the end of the road on his own, but when he finds a neighbour's dog murdered he sets out on a terrifying journey which will turn his whole world upside down. The play was directed by Marianne Elliot and starred Thomas Dennis as Christopher, Nicholas Tennant as the Father and Sarah Stanley as the Mother.

World Mental Health Day Across the Trust



THE Trust joined people across the globe to celebrate World Mental Health Day on 10 October. Together, staff and patients marked the day with a range of events. This was a great opportunity to promote discussion about mental health and combat stigma.

In Newham, staff joined a fun filled, informative event in East Ham Town Hall, promoting services and speaking to the public about mental health. An information session was held at the Acute Day Hospital in Newham for service users and carers. There was a range of activities and stalls from Talking Therapies, Hestia, Community Engagement and the Alzheimer's Society who offered support and advice.

At the East Ham Care Centre, staff from the Sally Sherman ward talked about how they manage stress at work and in their personal lives. Amongst the team were students who also contributed their view of mental health and how they promote mental well-being. The team described the session as resourceful and an opportunity to share and acknowledge mental health.

CAMHS people participation lead, Alan Strachan showcased some of the work being done in the trust at a World Mental Health Day Event at City Hall. He spoke about how young people are shaping their services and driving improvements.

In Bedford town centre there was a pop-up activity zone outside Bedford Central Library to promote the links between good mental health and an active lifestyle. There was table tennis, a smoothie bike, live music and an opportunity to sign up to ELFT's Break the Stigma campaign.

In Biggleswade, a business breakfast was held to promote discussion about mental health in the workplace with keynote speaker Alistair Burt MP for North East Bedfordshire.

In Luton, stalls were set up in St George's Square to provide people with help, information and advice. ELFT services joined Mind BLMK, LiveWell Luton, Alzheimer's Society and more.

Cycling Champions



INSPIRED by the achievements of British cycling in the Rio Olympics, staff from Tower Hamlets set out to enter the TfL cycling challenge for the Isle of Dogs and South Poplar CMHT teams.

The team won and the prize package began training. The Group Ride went to Cable Street on the Cycle Superhighway 3 and took in some of the sights of East London inspiring the team to take up cycling for work, fun and health. Research shows cycling can improve mental health and using the hire bikes can make it much easier to get around between team visits. Some of the team had never ridden before and were inspired to take up cycling as a result.

A Trip to the Seaside



THE City and Hackney Community Mental Health Team for Older People (based in Hackney Wick) took a group of six clients to Southend on Sea. This was part of their 'Out & About' group which provides opportunities to reduce social isolation, build confidence, promote recovery and make new friends.

The group enjoyed the sights and sounds of the amusements. They walked along the front, shopped for trinkets and sweets, and enjoyed a traditional meal of fish and chips, jellied eels followed by ice cream! There was great feedback from the attendees. One said, "I have thoroughly enjoyed today. I am glad I made the effort." Another said "I have not been out further than the end of my street all year. Now I feel I can do more."


TRUSTtalk CENTRE STAGE at Nuptials



REGULAR readers will know we are always happy to publish photographs when Trusttalk goes on holiday with you. But Luton Wellbeing Service therapist, Jessica Davies and her new husband, George, blew us away by ensuring they had a copy of our esteemed magazine at their wedding.

Thank you to Jessica and George for not only being good sports and taking a copy to their wedding, but photographing it on a punt in Cambridge. Congratulations from ELFT! Over the years, Trusttalk has parachuted out of a plane, been scuba-diving, been held by a newborn baby, been to Glastonbury and even been to Mongolia. (Honest!) Where will you take it next? We look forward to receiving your pictures.

Health Minister Visits Mother and Baby Unit



NICOLA Blackwood, Minister at the Department of Health visited the Trust's Mother and Baby Unit (MBU) on 12 October. Her visit was timely, taking place a day after World Mental Health Day with discussion around mental health continuing throughout the week.

During the visit, the Minister had an opportunity to tour the unit, meet varied team who run the specialist unit. Modern Matron gave a presentation on perinatal mental health, she explained that 10-20 percent of pregnant or post-natal woman experience mental health difficulties and it remains a leading cause of maternal death.

She described the role of the MBU and perinatal community services in supporting women to stay well and remain with their baby during the critical bonding stages. She also got to hear from some of the patients who benefited from the service. The Minister praised the team and congratulated the Trust on the outstanding rating from the CQC. She said that 'The team was doing remarkable work' she especially enjoyed having the opportunity to speak to a number of mothers who spoke movingly about their mental health and how the service had benefited them.

IN CASE YOU HAVEN'T HEARD...



Inspected and rated

Outstanding

Care Quality Commission

ELFT has been rated as ‘Outstanding’ by the Care Quality Commission

THE Care Quality Commission (CQC) announcement on 1 September sent reverberations around the Trust. Staff were overjoyed that their continuous efforts to provide the best care they can to patients was recognised by the CQC over their two week assessment in June. This makes ELFT the only mental health and community health trust in London and the East of England to be rated as ‘Outstanding’. Staff and colleagues from partner organisations took to social media to express their delight.

In the months leading up to the assessment, the Trust really came together as one - sharing ideas and information not just for the inspection but for the ongoing care of patients. It helped everyone to focus on the way care is delivered, on the environments in which we provide care in and on how it feels to be care for by Trust staff and how we support carers and families.

The CQC report is full of positive observations on the culture in ELFT and the minutiae of ways staff strive to get it right for patients. You can view the report on the home page of ELFT website www.elft.nhs.uk or on the CQC website www.cqc.org.uk.

The assessors commented on the calibre of leadership in the Trust and felt the diversity of the Trust board reflected the makeup of local communities. They noted that the Trust is well led with a visionary board and senior leadership team who have created an open culture that

welcomes innovation.

They were struck by the passion staff exhibited for their work, noting that many staff had worked at the trust for a number of years and said they would not want to work anywhere else. They found staff to be enthusiastic and hardworking, genuinely committed to improving services with an appetite for innovation, both in London, and in Bedfordshire and Luton.

They rated the Trust to be outstanding with regard to care and compassion for patients and being responsive to their needs. They heard from patients that staff made a point of getting to know them and understand them in order to better meet their needs. Patients felt that they weren’t judged and their individual choices were respected.

They noted that the Trust’s quality improvement programme had led to many improvements in the care for patients and the running of the organisation. It had also encouraged innovation and stimulated staff engagement.

The Trust’s Chief Executive, Dr Navina Evans, was thrilled with the result. In a note to staff she said she was proud and delighted that their passion and talents had been recognised by this achievement. She said that everyone had worked hard to ensure the Trust provided a high standard of care and that ELFT was an organisation that sought to continuously review

our processes to learn to do it better. Although we still have a long way to go and this will spur us on. In summary, she said:

“I want to thank every single member of staff who has played a part in helping the Trust to become one of the best mental health and community trusts in the country.”

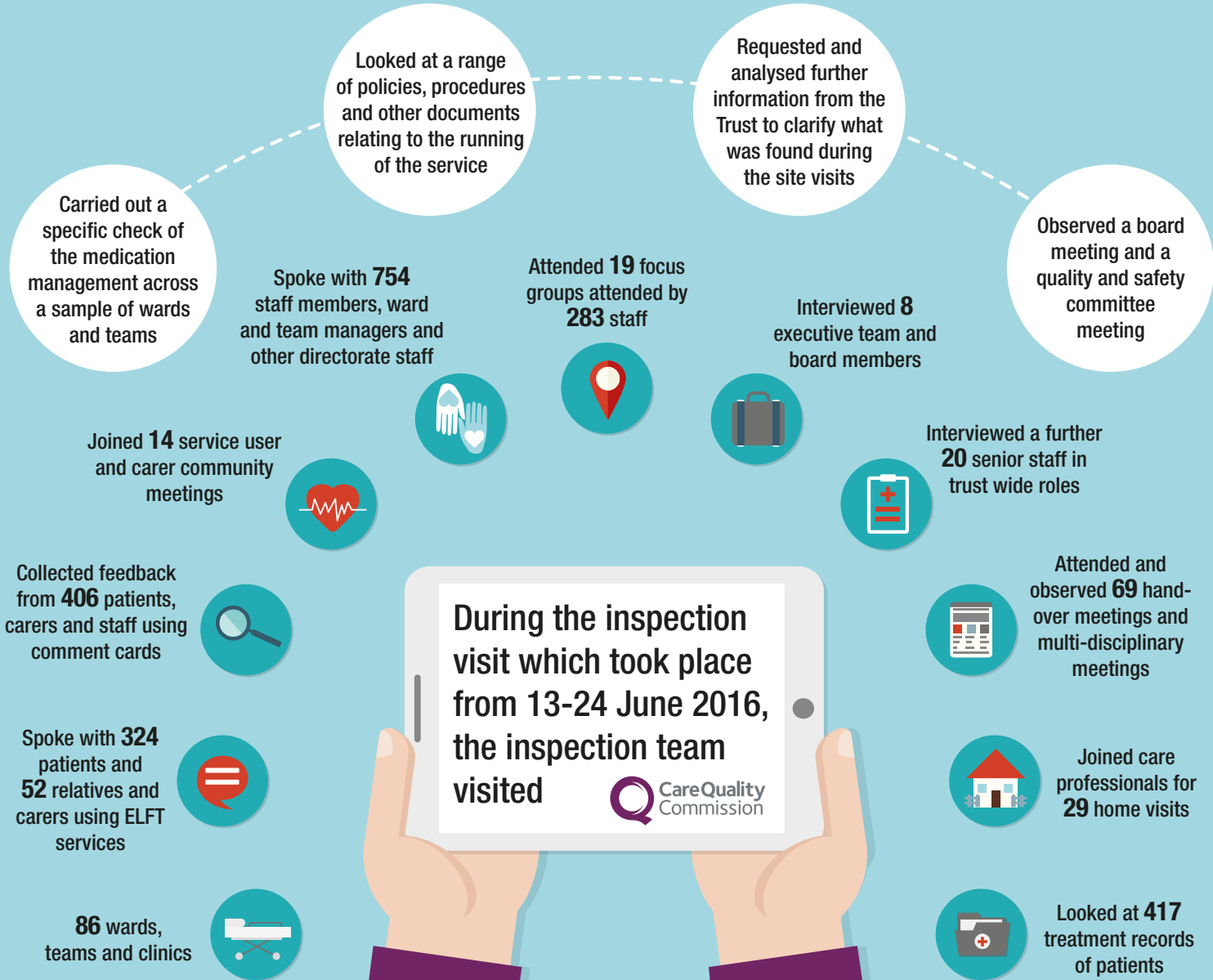
Trust Chairman Marie Gabriel joined Dr Evans in thanking staff for their commitment to delivering exceptional standards of patient care. She said:

“This is a tremendous achievement and recognition of the phenomenal work that our staff undertake each and every day.

This ‘Outstanding’ rating is important because it reassures our local communities that we strive to ensure they are in good hands if they need treatment, care and support from our services.

I would like to pay tribute the leadership of Dr Robert Dolan, our previous Chief Executive. His legacy is a tremendous foundation for us to build on to take the Trust to the next level.

I would also like to highlight the important contribution of our patients, Governors, commissioners and of our delivery partners within local authorities, the NHS and the voluntary sector. Supporting vulnerable people requires teamwork and we at ELFT would not be able to provide the level of care that we do without others.”



Let Them Eat Cake

SO how do you raise money for a 7km charity walk when your colleagues run marathons just for fun? My first thought - everyone loves cakes!

So on 1st September 2016, a charity cake sale was organised by the Therapy and Life Skills Department in Hackney to raise money for the Alzheimer's Society's Memory Walk. The goal, as well as raising money, was to create an event that patients could get involved with and benefit from.




The Occupational Therapy team worked collaboratively across all wards to involve patients, incorporating cake baking and decorating within the existing weekly therapeutic groups they facilitate across both male and female wards – baking on the PICU, cross-ward lunch cookery session, women's group and even healthy living group (making healthy flapjacks!) Patients were also invited to assist with selling the cakes to the public, helping to build their confidence and communication skills.



The event was a big success – as well as raising £187 for charity, it promoted across ward collaboration for patients and staff, enabled patients to feel a sense of achievement and most importantly was fun! Thank you to all those involved and especially to those who gave generously for this worthy cause. I am sure this will be the first of many cake sales to come...

By Claire Bradshaw, Occupational Therapist

Carnival atmosphere for QI in Bedfordshire & Luton



The UK Centre for Carnival Arts was our venue for the week

QI in Bedfordshire and Luton is now well underway with the start of Wave 5 Improvement Science in Action (ISIA) training. From 14-16 September over 100 staff joined Dr Robert Lloyd from IHI and the QI team for their first face to face training workshop of the 6 month ISIA programme.

Over the last few months training participants have been developing service improvement ideas that are now becoming fully formed QI projects as the training progresses. The ISIA teaches QI project teams to refine their aims, use Driver Diagrams to understand their system and prioritise change ideas, measure data for improvement, test changes using Plan Do Study Act (PDSA), and introduces many other concepts and tools that teams can use throughout the project's lifecycle. Around 30 QI projects across the two Directorates are now up and running, see some of the themes below and visit the QI microsite to learn about the improvements they will bring for our service users.

ELFT have now trained over 500 staff, service users and carers in ISIA, equipping them with core skills to lead improvement to all our services. If you're interested in ISIA or any other QI training please visit the QI microsite to see what best suits you.



John Wilkins, Deputy Chief Executive Retires



John Wilkins, Deputy Chief Executive, and Managing Director, Bedfordshire and Luton Mental Health and Wellbeing Services, has retired for a well-earned rest. John has worked for the Trust for 12 years. Director of Nursing, Jonathan Warren, will take over as Deputy Chief Executive.

New Deputy of Nursing



Claire McKenna has been appointed as Deputy Director of Nursing for Luton and Bedfordshire. She was previously the Borough Lead Nurse for Adult Mental Health in Newham, and before that was the clinical lead in the Coborn Centre for Adolescent Mental Health. Congratulations to Claire.

Rethinking How We Deliver Patient Groups

By Dr Erasmo Tacconelli, Lead for Acute Psychology in Newham and Dr Dominic Dougall, Consultant Psychiatrist

IN Newham, we are determined to be the most recovery orientated acute inpatient service in the country. The launch of the integrated multidisciplinary inpatient group programme was our first step to achieving this vision.




Previously, therapy teams at the Newham Centre had been providing groups as separate departments. The programme brings all therapy teams together across the centre into a more cohesive programme giving service users greater access and choice.

Over fifty staff and service came together to celebrate the success of the programme so far. Attendees heard from a service user who shared her experience groups and therapy and how it had benefited her. This was followed by presentations from Arts Therapies, Carer's Groups, Nursing, Life Skills Recovery Workers, Occupational Therapy, Pharmacy, Psychology, Psychiatry and Spiritual and Cultural Care. It was a great opportunity for teams to promote the huge range of therapy and recovery orientated interventions that are now available at the Newham Centre, with a typical ward now offering two to three on-ward or off-ward groups per day.

The programme has also been introduced as part of a QI Project which aims to increase attendance and increase the length of stay in groups. As a consequence the programme on offer will continually be improved and adapted to the needs of service users.

Newham Talking Therapies Service User Forum



NEWHAM Talking Therapies has now held two service user forums and is about to hold its third one as an opportunity to hear about the experiences of patients. The service users have been enthusiastic and generous in their feedback, with over 60% of those invited in attendance.

There was wide range of demographics, including a carer, over 65s and individuals who had attended for help with managing health problems, and others who had received talking therapies for low mood and/or anxiety. The service users were positive about the staff, service and suggested areas for improvement. The suggestions have been implemented where possible. All attendees said they valued the space to think and reflect.

Peer Support for Recovery



DISCHARGE from a psychiatric ward is an important point in a patient's journey, but for many it can be a confusing, scary and lonely experience.

The ENRICH programme which stands for 'Enhancing Discharge from Inpatient to Community Mental Health Care' is a 5 year funded trial looking at impact of peer support work on discharge.

The peer support intervention aims empower patients to discover and use their own strengths and build connections in their own community. Congratulations to the all of the newly qualified peer support workers who will be leading this work.



Well Done!

Well done to staff who raised over £1000 for Macmillan Cancer Support by holding Macmillan coffee mornings with cakes, cookies and doughnuts.

'LAUGHING. YUMMY CUPCAKES. GETTING TOGETHER... AND HELPING FAMILIES AFFECTED BY CANCER.'

WE ARE MACMILLAN CANCER SUPPORT

Black History Month



Staff at East Ham Care Centre celebrated key people who have influenced the modern world and continue to inspire with a photo display within the Reception area. Staff gave talks on inspirational people working within the Trust. Patients and carers got involved in a range of activities including Quiz's music and movie festivals.

LGBT Conference - ‘Secrets Mess with Your Head’



OVER 100 staff attended the Trust’s first LGBT conference (lesbian, gay, bisexual and transgender) on 3 October to hear leaders and frontline staff share thoughts and ideas about what helps an organisation to truly support the wellbeing of LGBT staff and patients. The conference heard from Ruth Hunt, Chief Executive of Stonewall and Nick Cresswell, from Reuters Thomson. But the stars of the show were our own staff, Dwayne Barnaby, Thomas Carr and William Fitzpatrick, who shared their own experiences and the ups and downs of their journeys so far.

Although many battles have been won in recent years, and challenging homophobia and transphobia has become everyone’s business, the meeting gave a timely and powerful reminder that we all have much work to do to support LGBT patients and colleagues. Young people from all cultures and backgrounds in our communities who are not heterosexual still face huge challenges. Half will consider suicide. The Trust works with many who are LGBT who have grown up with rejection from families and communities – with an impact on their mental health. As Ruth Hunt said in her powerful speech, “Secrets

mess with your head.” Rates of depression, self-harm, eating disorders and substance misuse are higher for LGBT people. Older LGBT adults face having their sexuality and important relationships become invisible (again) and increasing isolation.

The conference heard that even within the Trust, many staff do not feel confident to be open about such an important part of their lives.

What do we need to do about this? Visible role models are important. Knowing that LGBT people are in senior roles at ELFT means feeling it is a safe place to be (and be known to be) LGBT. Even more powerful is the visible and audible support of the colleagues who are gay friendly and who are –like CEO Navina Evans - allies to LGBT colleagues and patients. The conference heard that it is key that heterosexual people speak out against casual homophobia and transphobia.

Luton PPL William Fitzpatrick set it out clearly: *“It’s not about being an expert, it’s fundamentally about respect. Don’t make assumptions - ask (respectful!) questions. Do understand that we are all in positions of power as healthcare professionals, and how we respond to LGBT patients and colleagues makes all the difference.”*



Mental Health Research in East London Conference

ALMOST 200 people attended this year’s half day conference to hear a snapshot of research studies taking place in the Trust.

The event showcased 14 research projects undertaken or underway and reported on the findings. It was a unique opportunity to hear the latest thinking and learning around mental health care, treatment and management or as one participant put it, “Excellent bite-size info”.

Set in the Barts Pathology Museum, the break time also provided a private viewing of some of the specimens and papers which have contributed to medical knowledge and learning over decades.

During a stimulating and thought-provoking afternoon, attendees were

able to ask researchers questions after their presentation. There were some ground breaking findings which, alas, cannot be shared here.

You will have to wait for the information to be published officially! But it brought home to participants that ELFT is really at the cutting edge of thinking about mental health and leading the way on new understandings.

During the tea break participants had the opportunity to meet some of the organisations working in partnership with the Trust to deliver research: noclor, SUGAR, CLAHRC North Thames, CRN: North Thames, and RDS London.

Mark your calendars for next year’s conference event on 4 October 2017!



Governor Elections 2016 Update

ELFT Governor Elections opened on 4 August 2016. We would like to thank all 17 candidates for their nominations to stand in these elections. Voting opened on 29 September 2016 and eligible members were invited to take part in the voting process. The results will be announced on 21 October 2016 on our website at www.elft.nhs.uk

Members’ Working Lunch Meetings 2016



THE very first Members’ Working Lunch Meeting for Luton and Bedfordshire members was held in September.

This meeting provided the opportunity for members in Luton and Bedfordshire to meet and hear from their Governors and also from staff members about current Trust matters.

Details of our next Members’ Working Lunch Meetings for 2016 are below. Contact us at membership@elft.nhs.uk or call 0800 032 7297 to request venue details and to book your place.

- London**
Wednesday 26 October 2016 from 1pm -3pm
- Luton and Bedfordshire**
Tuesday 15 November 2016 from 1pm – 3pm

Get in Touch To become a member, contact the Membership Office for more info at membership@elft.nhs.uk or 0800 032 7297

MEMBERS

Annual Members Meeting



OVER 100 people attended the Trust’s Annual Members Meeting. Members heard the annual governors’ report from our Lead Governor Zara Hosany and a panel of Governors who outlined the key achievements of the Council of Governors in 2015/16.

Members and governors then attended one of three breakout session where they had the opportunity to find out about our recent CQC inspection, our anti-stigma strategy and the latest developments in Bedfordshire and Luton. We are pleased to report that members’ feedback about the event was very positive and that majority gave it excellent rating.

Don’t miss out on the Latest News from ELFT

Dear Members, We hope you enjoy reading issues of our Trusttalk magazine. Email us at membership@elft.nhs.uk with you name, address and postcode and request to receive communication by email.

Freshers Week



The Membership Team ran information stalls at several during fresher week to recruit more members from the 12-19 age group. The team attended Bedford College, Newham College, and University of Bedfordshire and successfully recruited more than 200 student members.

Governors’ Visit Services



THREE Luton and Bedfordshire Governors, accompanied by the Director of Mental Health and Wellbeing Services visited local inpatient and community mental health services. They heard from Matron Paula Mansfield, who talked about the improvements that took place since ELFT acquired the services last year.

The Governors said that they felt welcome and that the patients seemed well cared for. The facilities were pleasant and service user friendly, especially the

sensory and “step back in time” rooms, and it was obvious that a lot of work and thought had gone into ensuring that the environment is clean, safe and comfortable. They noticed some areas for improvement and discussed ward improvements and recruitment plans with the Matron and Director of Luton Services, Eugene. The Governors also visited two community mental health teams and learnt about the service re-design that is currently underway.



STOPTOBER

The Trust joined the nationwide campaign to encourage people to give up smoking for 28 days. Over 14,800,000 people in England have already quit smoking, and research shows that stopping for 28 days means you're five times more likely to stop for good. Stop Smoking advisors can provide support with giving up smoking and help you to choose a method and products to help you. To find a Stop Smoking advisor in your area, please contact your pharmacy.

Join Tower Hamlets Recovery College

RECOVERY College courses are for people living in Tower Hamlets who have used mental health recovery services, their carers and families, and staff working in the borough from the NHS and voluntary sector.

The college brings an educational and collaborative approach to mental health services. Courses are planned and delivered by people with lived experience of mental health (peer tutors) together with people who work in mental health. Available classes include life coping for carers, Psychological First Aid, understanding mental health and confidence and communication Skills. Classes begin in the autumn term on 26th September, for more information or to get involved email: robert.pickard@elft.nhs.uk phone: 0207 426 2450 or mobile: 07908 459 239

Celebrating Criminal Justice Mental Health Liaison Service

Staff from the Criminal Justice Mental Health Liaison Team in East London joined colleagues from across London to celebrate jointly winning a Howard League Community Award earlier this year. The pan London service aims to identify, screen and assess vulnerabilities including mental health, learning disabilities, autism-spectrum disorders, substance misuse and other related social problems for people of all ages when they first come into contact with the criminal justice system under suspicion of having committed a crime. The award winning service assesses the needs of vulnerable people in courts and police custody services, ensuring they have access to health and social care services. Congratulations to everyone involved.

Enjoy Fireworks Night with the Best Views in London



The popular Butabika high rise Fireworks Extravaganza will take place on **Saturday 5 November**. The Butabika Link is the Trust's charity funded educational link with Butabika Hospital in Uganda. Money raised goes towards funding educational exchanges between ELFT and Butabika to share knowledge and skills. As well as spectacular views of fireworks displays

across the city, there will be merchandise on sale including jewellery, artwork, and a raffle. The event will run from 6-9pm in the Shakespeare Tower, Barbican, London EC2Y 8NJ. Contact edmund.koboah@elft.nhs.uk to book your ticket.

Correction and Clarifications: The Community Eating Disorder Service operates in the East London Boroughs of Tower Hamlets, Hackney and Newham and not Trust wide as incorrectly stated in the previous edition. For information about Luton and Bedfordshire CAMHS services visit www.camhs.elft.nhs.uk

FINAL WORD from the Chair



IT'S been an 'outstanding' summer and we've got lots to celebrate. Being rated outstanding is a tremendous achievement,

making us the only community and mental health trust in the country to receive this rating. This is a tremendous achievement and recognition of the phenomenal work that our staff undertake each and every day.

We wouldn't have been able to achieve this without delivery partners, collaborative service users and of course the decade long leadership of our former CEO, Dr Robert Dolan. We are always striving to be better and continually improve to take the Trust to the next level. We've had some great social media feedback, find out what people had to say about our rating on page 10.

In September, over 100 members joined the Annual Members Meeting where they had the opportunity to find out about the CQC inspection, anti-stigma strategy and the latest developments in Bedfordshire and Luton. Thanks to all of members who attended and took the time feedback to the Trust. You can read about the event on page 15.

It's election season in the Trust

and as we say goodbye to some long standing Governors, I'd like to say a big thank you to those whose terms are ending - your commitment and contribution towards the development of the Trust has been much appreciated and we hope that you have enjoyed your time with us. The elections are now open, governors play an integral role in the Trust so take your time to read their statements and vote.

In September we launched the Tower Hamlets Recovery College. We know that education can support recovery and this college is great example of collaborative working between people with a lived experience of mental health together with people who work in mental health. There's a great selection of courses, find out how you can enrol opposite.

It was great to see one of our nurses, Paul McLaughlin on the BBC Bi-Polar film with actor Adam Deacon. Be sure to catch up on BBC iPlayer as they discuss explore how actors cope when they become mentally ill. Adam speaks openly and honestly about his own diagnosis and admission at the Tower Hamlets Centre for Mental Health.

I am looking forward to the staff awards, this is a time for staff to come together and acknowledge the fantastic work you all do. I look forward to celebrating with you all on the night. See you there.

Marie Gabriel

Sad News

Clarissa Rocke-Caton, a former Governor for Hackney (2007-2009 and 2010-2013) sadly passed away on 26 August. Clarissa was one of the first Governors to be elected in 2007 when we became a foundation trust. Clarissa was a Community Nurse and Midwife for 36 years and also Chairperson for the Community Patients' Forum in Hackney.

Jean Bowen

Community health care staff and patients in Newham were saddened to hear that community nurse, Jean Bowen, has died. She was on duty in mid September when she became ill and was rushed to hospital. Jean was a supportive colleague to work with, a good listener and always happy to 'put the world to rights.' She will be sadly missed.