

Spring 2017

TRUSTtalk

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

CPA Revolution

Trust Services
Shortlisted for Awards

Trust Psychiatrist Awarded CBE

We care We respect We are inclusive

NHS

East London
NHS Foundation Trust

Chief Executive

FOREWORD



Dr Navina Evans

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Date for Your Diaries

ELFT Annual General Meeting

This will take place on **Thursday 5 October 2017** from 6:00pm - 7:30pm in the same venue last year, The Bishopsgate Institute, on Bishopsgate near Liverpool Street.

ELFT Fought the Flu and ELFT Won!

STAFF at ELFT are now among the most protected from flu in the country following an incredible take up of the workplace vaccination.
More than 3,000 staff chose to Protect Not

SPRING is in the air and the year has already got off to a fantastic start with the news that Professor Kamaldeep Bhui, one of our Honorary Consultant Psychiatrists, was awarded a CBE in the Queen's New Year Honours. Kam is a distinguished pioneer and a life time practitioner in the field of culture and mental health, research and teaching which has had a major impact in addressing health inequalities amongst some of the most vulnerable people in society. We are so lucky to have him in East London and this honour is wholly deserved. We have an exclusive interview with him opposite.

Kam is not the only person to be rubbing shoulders with Royalty; Amy Volans, a Family Therapist in the Diana Team in Newham, met the Duke and Duchess of Cambridge when they visited Child Bereavement UK's Centre to hear about the work underway in East London to support families and children facing bereavement. (Page 10)
We were delighted to welcome the Tower Hamlets Community Learning Disability Service to the Trust on 1 February. The Trust already provides learning disability services in Newham, Luton and Bedfordshire so there are opportunities to learn from each other and share expertise to benefit people in Tower Hamlets. We will be making the most of the opportunity to work with our new colleagues who bring different perspectives, knowledge and experience. (Page 8)

We launched our new Care Programme Approach in March, the first major project we have done which has involved staff and patients in Bedfordshire, Luton AND London. It is not an understatement to say that this is going to revolutionise the way we assess people with a mental illness and support them on their journey to recovery. Best of all, patients and carers have been involved in designing the new programme and are now involved in teaching it, as we rollout over 70

Infect their patients, up from just over 1000 last year. As a result, ELFT now has the fifth highest proportion of staff vaccinated and was saw the biggest increase among any trust.
ELFT also stands to secure up to £700,000 in incentive payments from commissioners to spend on patients because of the high take up of the jab. ELFT organized staff clinics and had 120 peer vaccinators who went out to

half day training sessions to teams across the Trust. (Page 7)

Another major initiative is our Smokefree campaign to increase awareness of the effects of smoking on people's health as well as their pocket, and support them to quit. We have installed posters at all our sites stating all our premises are smokefree, and produced 10,000 leaflets to aid discussion between staff and patients - with space for them to jot down their next steps. Smoking has such a detrimental effect on people's health. As a health organisation, we have to use all our contacts with patients to support them to make the changes they want to make.

There was more good news for the Trust when we heard that three of our teams have been shortlisted for national awards. Congratulations to the Bedfordshire and Luton Mental Health Street Triage team, the Quality Outcomes and Experience team, and Professor Frank Röhrich and the team behind his Medically Unexplained Symptoms Project. (Page 6)

And our 'Break the Stigma' campaign manager, Ben Salmons, is to receive an honorary doctorate from the University of Bedfordshire in recognition of his outstanding contribution to mental health services. Ben, who battled his own mental health challenges, created the Break the Stigma initiative to help people across Bedfordshire understand more about the subject and to tackle common misconceptions. Another pioneer in our midst.

We were greatly saddened to hear the news that Dr Robert Dolan, our previous Chief Executive, died before Christmas. Over 100 colleagues attended his funeral in December. Words cannot express the massive impact that he had on the work of the Trust and on all of us that worked with him. His legacy will continue for years to come.

Dr Navina Evans

immunise staff in their workplace.
The vaccination campaign was supported by an unprecedented publicity campaign to shatter commonly-held myths about flu and the jab and let staff know where they could get the vaccination.
In many parts of the Trust, the vaccination campaign runs until the end of March.



Trust Psychiatrist Awarded CBE in Queen's New Year Honours



CONGRATULATIONS to Professor Kamaldeep Bhui who received a CBE (Commander of the British Empire) in the Queen's New Years' Honours List for services to mental health care and research.

Professor Kamaldeep Bhui is an Honorary Consultant Psychiatrist in the Trust and Professor of Cultural Psychiatry & Epidemiology, Head of Centre for Psychiatry at Queen Mary University of London. He is also Editor of the British Journal of Psychiatry and the International Journal of Culture and Mental Health and is the co-founder and director of the Centre for Applied Research and Evaluation – International Foundation – Careif.

Trusttalk caught up with him to find out how it feels to receive a CBE.

How did you feel when you were contacted about the award?

I received a letter, very formal and carefully

worded so I had to read it a couple of times to fully appreciate what was said. Even then I was surprised at first and delighted, as was my wife (Gurpreet) who rightly claimed it was partly hers, given her love and support over many years!

What has been the response from your family and friends?

Gurpreet is delighted, the children a little less impressed, especially as commanding them to do anything seems to have them in hysterics. I have been very touched and humbled by the very warm and encouraging messages from friends, and colleagues, and many people in the mental health sector, especially those working in areas of inequalities, psychological therapies and public mental health, both in research and care. They and I rightly see this as an endorsement of the impressive and fantastic work we collectively do, day and night, for the communities that we serve.

Do you think this will have a bearing on your work or benefit it?

I found it very energising and motivating actually. It is not an easy time in mental health services which have seen unprecedented challenges recently, and at the same time the opportunities and stakes have never been higher. There is now a wide recognition of the importance of mental health in society in general, and the need to eradicate inequalities and protect and promote mental health in our communities. There is so much more to be done, so it has hardened my resolve. And this is a good time to fully achieve better

integrated care for people with medical and mental illnesses.

When do you actually receive the CBE?

I visit The Palace in March.

How are you planning to celebrate?

As a family, we are all going to The Palace (the children have been granted a day off school so they are happy) and we are dining out for lunch somewhere very special.

I would like to express thanks to all those who have been so kind and warm in congratulating me, and for colleagues in the Trust for all the support and inspiration over many years. Not to mention the patients and our communities who continue to teach all of us a great deal, and my friends and colleagues at the Royal College, Careif and QMUL. The high impact of research and service improvements I have been able to introduce locally and nationally would not have been possible without so many friends and colleagues working alongside me.

In a joint response, Marie Gabriel, the Trust's Chair and Chief Executive, Dr Navina Evans, said, *"Professor Bhui has had a profound influence on mental health care in the Trust and across the country. Through his research, he has explored previously uncharted areas of identity, culture and risk which ELFT has directly benefited from. His work has brought new insights to help us to gain a greater understanding of our patients and enabled our staff to become culturally competent. This honour is wholly deserved. We are so proud."*

Breakfast with Navina



Chief Executive, Dr Navina Evans, has embarked on a novel way to connect with frontline staff. Her informal 'Breakfast with Navina' sessions are for staff who aren't in senior management jobs to talk about their hopes, wishes and concerns with Dr Evans over croissants and a coffee.

Representatives from CAMHS, Bedfordshire Wellbeing Service, Path 2 Recovery (P2R), inpatient services, crisis teams, CMHTs and day services are among those who took part in Bedfordshire.

The second breakfast was with Luton staff. Dr Evans was joined by Think Ahead trainee mental health social workers and representatives from Luton Wellbeing Service, inpatient services, community teams and the Bedfordshire and Luton Employment Service.

Dr Evans plans to hold breakfast meetings in each directorate over the coming months.

She is delighted with the response to the breakfast sessions, the insight provided through the conversations and the desire of staff to provide the best possible care for service users.

"What I love about this organisation is people want to continue to improve and do things better," she said.

Staff Survey

THE 2017 NHS Staff Survey results have now been published. The results are encouraging for the Trust with staff reporting high rates of job satisfaction and motivation, a high level of support from line managers and good communication with senior managers.

The Trust was recognised as having the highest staff engagement score for combined mental health and community trusts in the country at 3.96, well above the average which is 3.80. There are still areas where the Trust needs to continue to improve. Trust-wide and directorate level action plans are now being developed in response to the survey results. Thanks to those who contributed.



New Base for Bedfordshire Mental Health and Wellbeing Services

Twinwoods Health Resource Centre is the new base for Bedfordshire Mental Health and Wellbeing Service. The site in Clapham houses senior staff including Service Director Michelle Bradley, Deputy Director Paul Rix and Clinical Director Dr Zelpha Kittler. Other Bedford services are also now operating from Twinwoods.

Creation of Community Services Hub in Bedford

An extensive refurbishment project is underway to create a single hub for the Trust's community services in Bedford. Contractors are refurbishing Florence Ball House in Bedford Health Village so all community mental health teams can be based together on one site. The project will create space for the Bedford CMHTs, administration, psychology, older people's outpatients, Memory Assessment Service (MAS), Diverse Cultures Team and Assertive Outreach Team (AOT). Work is set for completion by May.

Honorary Doctorate for Mental Health Champion



Ben is now set to receive an honorary doctorate from the University of Bedfordshire in recognition of his outstanding contribution to mental health services.

"I am thrilled to bits," he said. Ben's work has also been supported by ITV Anglia along with train operators Thameslink and Great Northern.

The train operators provided free printing and display space for eye-catching campaign posters at stations in Bedford, Biggleswade, Flitwick and Luton.

Break The Stigma

THE driving force behind the Trust's Break the Stigma campaign has received high-profile recognition for his project.

Ben Salmons, who has battled his own mental health challenges, created Break the Stigma to help people across Bedfordshire understand more about the subject and to tackle common misconceptions.

He is employed by the Trust to continue his campaign work and encourage healthy, open discussion about mental health.

ITV Anglia interviewed Ben about the posters and ran the piece on its prime-time news programme.

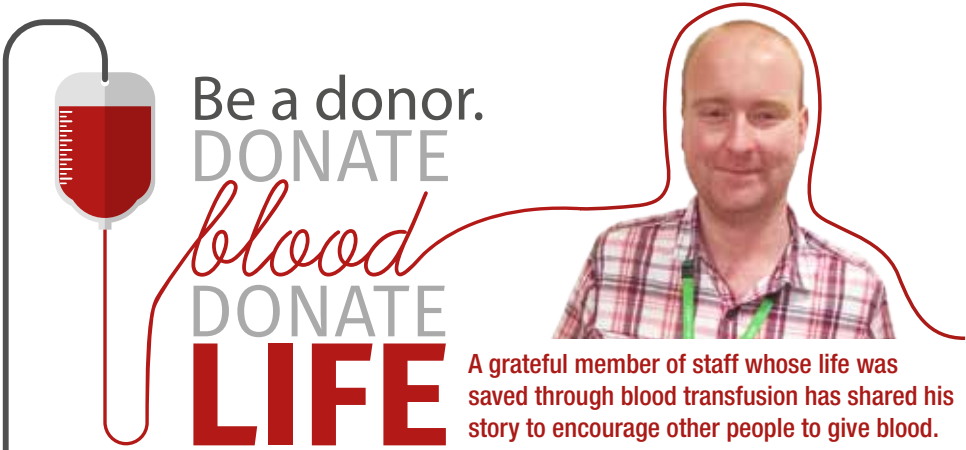
The main focus of the campaign is for people to write a message on a white board headed 'Let's Be Open About Mental Health to Break the Stigma'.

They are then pictured with their comment and the image is shared through the campaign Facebook page and @LetsBreakStigma on Twitter, as well as the official East London NHS Foundation Trust Facebook page and @NHS_ELFT Twitter account.

New Bedford Day Services



A new day services hub for Bedford Borough and Central Bedfordshire has opened. The Trust's Day Resource Centre (DRC) team have relocated from their base at Bedford Health Village in Kimbolton Road to the Bedford Wellbeing Centre, 3 Woburn Road, Bedford, MK40 1EG. The new location is within a 5 minute walk of Bedford's rail and bus stations, improving access to people living outside of town. They will now be known as The DRC @ The Wellbeing Centre.



A grateful member of staff whose life was saved through blood transfusion has shared his story to encourage other people to give blood.

Matt Speight, who is responsible for Medical Records and Access to Records in Bedfordshire and Luton, was interviewed for Nick Coffey's 12 O'clock Show on BBC Three Counties Radio. He was asked to take part by Luton Blood Donor Centre having previously given a speech at a blood donor awards ceremony. Matt suffered a burst ulcer and lost six units of blood. He only survived because of amazing medical care and the fact there was blood available for a transfusion. Find out where you can donate blood by visiting www.blood.co.uk and inserting your postcode.

My Mask, My Identity



THE 'My Mask, My Identity' exhibition celebrates the creative work emerging from a series of open mask making workshops attended by service users from Ruth Seifert, Brett, Conolly and Gardner wards.

Participants explored mask making and the relevant stories emerging from the creative process using a range of media: paints, textiles, creative writing and reflective sharing.

The exhibition invites viewers to consider different representations of identity through a striking collection of diverse masks layered with ideas around culture, perception and story-telling.

Marriane Behm, Head Arts Therapist said: "33 service users took part in this exciting project which has resulted in a striking collection of very diverse masks. It has been fantastic showcasing and celebrating all the creative work done by our service users and the Arts Therapy team look forward to rolling this out across other wards and services during 2017."

Ade Odubanwo, Clinical Nurse Manager on Ruth Seifert Ward said: "This project has given our patients the opportunity to express themselves in a different way than they are used to. It has also allowed staff to see how the patients see themselves, promoted mutual understanding and a safe forum for all."

Ayo and Gail with their masks.

ELFTArts Symposium



THE ELFT Arts and Environment Group is holding its first symposium titled: Architecture and Mental Health: Interdisciplinary Approaches to Promote Care on Friday 19 June. Tickets cost £75.00 (Available for £50.00 for students/trainees)

The event brings together an exciting range of leading experts to promote the importance of architectural design in contemporary mental health care. The event is aimed at architects, estates staff, clinicians and artists to come along and enjoy a stimulating day of creative connections showcasing design innovation in mental health care.

Speakers include, Dr Evangelia Chrysikou Registered architect (ARB), medical planner and Marie Curie Fellow University College London; Dr Lambros Malafouris, Johnson Research and Teaching Fellow in Creativity, Cognition and Material Culture, Keble College, University of Oxford, Jason Danziger, Architect BDA and Dr Martin Voss, Consultant Psychiatrist both from Berlin. And our own Dr Nikolina Jovanovic, Psychiatrist & Architect. Full programme and ticket booking available on the Trust website: www.elft.nhs.uk



Awards UPDATE

SERVICES in the Trust are attracting attention with a number being shortlisted for awards.

Bedfordshire and Luton Mental Health Street Triage Shortlisted



The Mental Health Street Triage team operating across Bedfordshire and Luton has been shortlisted for the prestigious Health Service Journal (HSJ) Value in Healthcare award.

The multi-agency scheme involves a police officer, paramedic and mental health professional teaming up in one car to respond to mental health crisis calls 365 days a year. The team attend incidents where there is an immediate threat to life – someone threatening to self-harm, or commit suicide – or where a third party has called the police or ambulance and expressed concern for someone.

Flu Fighters Award

Congratulations to the Flu project team who have been shortlisted for Flu Fighters Award in the most improved category.

In 2017 the trust became one of the most improved trusts in the country increasing its uptake among staff of the flu vaccine from 21 per cent the year before to 67 per cent. More than 3,000 staff were protected- up from 1,000 the previous year!



Medically Unexplained Symptoms Project Shortlisted

A project looking at Medically Unexplained Symptoms has been shortlisted in the HSJ Value in Healthcare Awards, in the category for 'Improving the value of primary care services'.

The project focuses on the unmet health needs of patients with Medically Unexplained Symptoms (MUS). Consultant Psychiatrist, Dr Frank Röhrich and Dance Psychotherapist, Nina Papadopoulos developed a holistic care pathway in GP Surgeries for patients with MUS. Patients participating in the project gained significant improvements in symptom levels and subsequent reduction in health care utilisation.



KEOLISAMEY Docklands has won a UK Rail Industry Award in partnership with the Trust for the Back on Track project in the Corporate Social Responsibility category.

The joint initiative between KeolisAmey Docklands, the operator of the Docklands Light Railway, and the Trust, aims to help people with mental health, social or psychological difficulties get more out of life and feel part of their local communities.

Project Lead, Head of People Participation, Paul Binfield said "I am thrilled that we have won this award. We know that many people find themselves limited when it comes to travel by feelings of anxiety, shyness, lack of confidence, confusion and can just feel overwhelmed and so avoid going beyond familiar areas. This project aims to address these issues and get people out and about in East London, enjoying the facilities and experiences around them. We have also started some great conversations amongst DLR staff around their own mental health and well being."

Patient Experience System Shortlisted



The Trust's patient experience feedback system has been recognised by The Patient Experience Network (PEN), with the Trust being shortlisted in their 2017 National Awards.

The nomination submission charts the introduction of an online system to gather patient feedback electronically rather than on paper systems which has resulted in real-time patient feedback now being collected via an automated system within 85% of services across the Trust. The winners will be announced in March.

The Trust's CPA Revolution



a meaning of creating a collaborative recovery care plan is central to the new CPA process.

What is CPA? The guiding principles for a service user requiring CPA are those with complex characteristics whose needs need to be met from a number of services or who are most at risk and who need a higher level of engagement, co-ordination and support.

Why change it? Our Commissioners asked the Trust to review the existing

paste to ensure all boxes are completed and no need to continually provide the patient with the same historical and social information they already know.

Regardless of the setting, community or inpatient, the patient remains central. **How do patients who have trialled it feel about the new CPA?** Feedback has been really positive. Service users and carers involved have joined the project team to deliver staff training about the new CPA. They appear in a film produced by the Trust where they talk in their own words about why the new CPA is better.

Dean Henderson, Borough Director for City and Hackney has led the project. "I am really excited that we are now in a position to roll out the training. I don't think I have worked on a project where the staff involved in the pilot didn't want it to stop! I think we have developed a unique system that is going to really support the recovery of our patients. We have got to this point because of the involvement of staff and service users who have helped us see what was needed."

The rollout will involve delivering over 70 half day sessions to staff in teams and groups to train over 3000 staff.

Jane Kelly, Recovery Lead for the Trust will lead the training. She said, "The new CPA process brings recovery right into the heart of the work we do every day with our patients. It is going to really enhance the relationship between them and staff. By the end of the rollout of the new CPA, we will be doing something very different in ELFT and our patients will notice the difference."

CPA Policy to ensure that it was compliant with the Care Act (2014)

Additionally, increasing numbers of staff and patients reported it wasn't conducive to a natural conversation with patients about their goals and did not help with discussion about recovery or support the recovery model.

Patients felt that the CPA was often written by professionals 'about them' and didn't 'involve' them.

What is different about the new CPA process? The new documentation focuses on the interaction between the service user and the clinician and is much more focussed on the journey to recovery and how the service user can be supported to do this, rather than the clinician taking control and telling them how to get better.

It is a lot less repetitive in its delivery. It saves time as there is no need to copy and



Lutonian of the Year

AN inspirational member of staff who works tirelessly to help others has been named Lutonian of the Year 2016.

Liz Aldous picked up the prestigious accolade at the Luton's Best awards ceremony in December.

She runs art for wellbeing participatory arts projects and has also led eye-catching mural projects for Onyx and Crystal inpatient wards in Luton.

The last 12 months have also seen Liz volunteering for the refugee crisis in Greece, delivering humanitarian aid and running art sessions for children in the refugee camps.

With the support of people across the town she managed to raise more than £4,300 to buy supplies for the children.

Proud Liz said: "My team at Ace Enterprises have been a constant source of support throughout my projects and volunteering and I am really proud to be a part of the work they do. I have M.E and have suffered from this since I was 24 and have always wanted to volunteer abroad and finally this year I have achieved my goal."

Dr Navina Evans Named in List of Top Chief Executives

Trust Chief Executive Dr Navina Evans has been ranked in the top 50 NHS chief executives by the Health Service Journal (HSJ). The annual ranking of the leaders of NHS trusts placed Dr Evans at 26 stating ‘Navina Evans, who also scooped the HSJ trust of the year award in November, was a new entry into the top 50’.

CAMHS Team Up With Rethink for Young People’s Book Club

STAFF and the People Participation Group in City and Hackney CAMHS are joining up with Rethink to permanently host a CAMHS Book Group. This will be a book group with a difference in that, where possible, the author of the book will be invited along too!

The club has been running for 6 months but the CAMHS team are going to take over the organisation as they have closer connections to young people and potential new recruits. Rethink will supply copies of the book (and authors!)

Clinical Nurse Specialist, Vicky Rodrigues, is excited about the book group. She said, “Coming together to discuss the issues raised in the stories is a great social connection for the young people. They can hear other perspectives, debate the motivations of characters and the merits of the story.”

New Home for Wheelchair and Special Seating Service

The Newham Wheelchair and Special Seating Service, presently located at 29 Romford Road in Stratford, moved to modern facilities at East Ham Care Centre on 6 March. The phone number is the same (0208 496 9029). The new location has better accessibility for patients as it is not on the main road if people get dropped off. There will be increased clinical space to see patients which will reduce waiting times for appointments.

ELFT Staff Member Joins National Medical Education

Marina Howes-Wray, Post Graduate Medical Education Manager in the Medical Education team for Luton and Bedfordshire, has been selected to serve on the National Association of Medical Education Management (NAMEM) as the Eastern Region representative.

ELFT Welcomes Tower Hamlets Community Learning Disability Service to the Fold



THE Trust welcomed 35 new staff in the Tower Hamlets Community Learning Disability Service who transferred to ELFT on 1 February.

The Community Learning Disability Service is an integrated team of health staff and social workers who assess and support people who live in Tower Hamlets with a learning disability, their families and carers. They aim to help individuals to be as independent as possible by offering advice, therapy and practical support, or by directing them to other services that can also help them. The service was previously provided by Barts Health. Tower Hamlets Clinical Commissioning Group awarded the new contract to ELFT.

Business as Usual

The service will continue to be based in Beaumont House at Mile End Hospital. The phone number will remain the same (020 8121 4444) and the referral process is unchanged.

Welcome Event

The Trust held a Welcome Event for new staff

which was an opportunity for them to hear about the Trust and meet key staff.

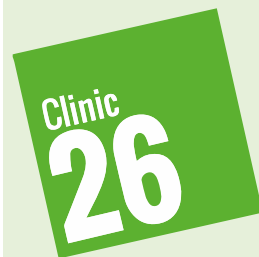
There are changes proposed to the way the service operates. The new contract has a greater focus on the health and wellbeing of patients. The Trust will undertake a consultation process with staff and people who use the service and offer opportunities to meet to discuss proposed changes.

The Trust already provides learning disability services in Newham, Luton and Bedfordshire so there are opportunities to learn from each other and share expertise to benefit people in Tower Hamlets.

“We are excited to have the opportunity to work with new colleagues who bring different perspectives, knowledge and experience. I hope individual staff will be able to grow professionally, gain new skills and experience, participate in the development of the Trust and contribute to improving the health of local people.”

- Dr Navina Evans, ELFT Chief Executive

New Service at Barts Health for Men Who Have Suffered Sexual Abuse



BARTS Health and SurvivorsUK have opened the first male only clinic dedicated to supporting men who have suffered from historic sexual abuse.

Clinic26, which is named after the average length of time it takes men to speak out about being victims of sexual abuse (26 years), will provide sexual health services and counselling to men of all ages at the Ambrose King Centre, The Royal London Hospital.

In June 2016, Barts Health opened the My

Body Back Clinic, the first maternity clinic for women who have experienced sexual trauma. Clinic26 grew from the idea of offering men similar support to the My Body Back Clinic.

According to the Home Office, there are more than 2 million adult male survivors of sexual abuse in the UK. On average, 72,000 men are victims of sexual abuse every year, 12,000 of which are victims of rape.

The clinic will run on the afternoon of the last Monday of each month. To make an appointment at Clinic26 please contact 0207 377 7306 or 0207 377 7307 and tell the receptionist that you would like to book for Clinic26. Alternatively, you can email:

BHNT.AKC-Reception@nhs

The Buurtzorg Model Comes to East End



CAROLINE Ogunsola talks about a Dutch model of care being piloted in Tower Hamlets.

You’ve been seconded to ELFT from Barts, how are you finding the Trust? What has stood out to you?

I joined East London NHS Foundation Trust on secondment from Barts Health in September 2016, and immediately felt at home! I settled in very quickly in ELFT I found that staff are warm and welcoming. I totally believe that a Trust that supports its staff to work in a stress free manner and also engage with them positively will always be at the top so I am not surprised that ELFT achieved outstanding in its CQC report. What stood out to me so far is the level of engagement and involvement of service users in ELFT initiatives which I think is fantastic.

Can you tell a little bit about yourself?

I have a background in nursing that spans over 23 years. I am a passionate advocate of community nursing and the benefits of looking after patients from the comfort of their own home. Aside from work, I’m a football fanatic and a long suffering Arsenal fan.

What attracted you to this role?

When I saw this job advert, I knew that the project would be an exciting one where I could make a difference to the way community nursing is organised. District nursing is rarely involved in projects that are as energising and awakening as the Buurtzorg model.

What is the Buurtzorg model?

Buurtzorg model of care is a Netherlands model of community care that has garnered international attention for delivering high-quality care through the deployment of self-governing community nursing teams. The nurses provide both personal and nursing care to patients as required, after an initial assessment. Buurtzorg was set-up by Jos de

Blok (himself a former nurse) who envisaged a reformed district nursing system in the Netherlands.

A key characteristic of the Buurtzorg approach to care is that it is delivered by self-governing teams of 10-12 nurses responsible for delivering home care to a caseload of patients in a given neighbourhood. Nurses assume responsibility for personal and nursing care services within their scope of practice. There is no formal hierarchy in the teams.

What can we learn from the Dutch?

The Dutch model of self-governing teams delivering personal and nursing care to a small caseload of patients and the delegation of education budgets to teams can be achieved.

I believe this will help us to address some of the clinical issues facing district nursing services currently, and improve patient care through reduction of preventable conditions, e.g. community acquired pressure sores.

Can you tell us about the pilot and how it will be implemented in Tower Hamlets?

In Tower Hamlets, we have decided to call the team Neighbourhood Care Team (NCT) as Buurtzorg in English means “Neighbourhood”. Therefore the Neighbourhood care nurses will provide community nursing services and also support patients with holistic care including personal care, working with unregistered staff to provide care in patients’ home.

The Tower Hamlets pilot is not a “lift and shift” of the Buurtzorg model to the UK, but the development of a UK relevant model based on design principles and learning derived from the Dutch experience and local service user, carer and clinician views. The aim of the pilot is to test the benefits of some of the key features of the Buurtzorg model in a UK context. The NCT pilot team will receive referrals for adults 18 years and over, who live in a specified set of postcodes attached to a single GP practice, to ensure it is able to focus on a sufficiently small footprint.

How many patients will be cared for in a caseload under this model?

Working with a specific GP practice, we will accept new referrals from the beginning of the pilot, and build up the caseload gradually to a maximum of 60 patients. When the caseload reaches maximum number, the team will have a discussion on who is best placed to see the patient among the interdependent services but will not create a patient waiting list.

What are the benefits?

Buurtzorg model has proven to be beneficial to both patients and staff and the organisation itself. For example, Buurtzorg Netherlands consistently rated the best Employer in the Netherlands since 2010. The benefits of this way of working are. For Nurses, this is a new model that may reinvigorate community nurses and re-connect them to professional values. Patients benefit from a seamless community nursing and personal care experience, early identification of problems and rapid intervention

How was your fact finding expedition in Holland?

After two days of understudying the Buurtzorg nurses, including joint visits, reflections and discussions, observing the team of nurses and listening to the coaches, I returned to the UK highly motivated, inspired, empowered and reenergised.

Nominate a Service User or Carer for an Award



We are determined to be the best provider of mental health and community health services and the achievement of that

ambition is underpinned by a meaningful and productive partnership with our patients. The People Participation Awards is an opportunity to celebrate the achievements and the valuable input of service users and carers.

Nominations close on 31 May 2017, for more info and nomination form check the website or email Paul.Binfield@elft.nhs.uk.

The categories are:

- Interview Panellist Award
- Health and Well-being Champion
- Trainer Award
- Young Person of the Year
- Contribution to Service Improvement Award
- Research and Evaluation Award
- Chairs Award (Project of the year)
- Chief Executive Award (Person of the Year)
- Moving On Award

Here’s a sneak peak of last year’s event...



Dr Robert Dolan RIP



DR Robert Dolan, our recently retired Chief Executive, sadly died in early December. Robert was regarded as a health leader both locally and nationally. He was highly influential in government policy on the transfer of secure or “special” hospitals to mental health trusts and he had a national profile in advising the Department of Health and the Home Office. He was pivotal in shaping national policy in three important areas: England’s three high-security hospitals, policy regarding dangerous and severe personality disorder, and mental health care strategies in prisons.

Stressing the importance of a multidisciplinary and motivated workforce, he was an expert adviser at the Department of Health, and wrote documentation that continues to inform workforce planning in forensic psychiatry in England and Wales. He was also pioneering in involving patients in various aspects of the Trust’s work.

Last year, the Care Quality Commission gave the Trust an overall rating of “outstanding”, and it won the Journal’s Provider Trust of the Year Award. These achievements were down to his exceptional leadership. An online condolence book was set up for staff to express their regard for him.

One wrote “*He was always very kind and thoughtful and a true inspiration for healthcare services.*”

Another noted his charming way with people: “*I was impressed by his warm personality and his willingness to take the time to talk to his staff and get to know us on a personal level.*”

His humour was renowned (“*He was humorous, wise and inquisitive. He made me feel valued*”) and his acumen with figures was second to none as one person noted “*The Trust benefited from his vision of expansion rather than just cuts.*”

One member of staff summed it up saying “*He exemplified openness, innovation and genuine concern for people. This helped to foster the clinical excellence for which the Trust has been rightly recognised. His achievements for patients as well as his staff are his legacy.*”

Duke and Duchess of Cambridge Meet Trust Therapist



Amy Volans (far right) with the Duke and Duchess of Cambridge

THE Duke and Duchess of Cambridge visited Child Bereavement UK’s Centre in East London in January. Amy Volans (Clinical Psychologist and Family Therapist with ELFT’s Diana Children’s Community Palliative Care Team in Newham) was one of four professionals from local organisations invited by the charity to take part in a small focus group discussion with Their Royal Highnesses. They discussed how statutory and third sector services have worked together to support the charity as they planned and launched their new service for children facing bereavement, based in the Stratford Advice Arcade.

The Duke and Duchess also met bereaved families and children who have been supported by Child Bereavement UK in London. The BBC reported that, during the visit, the Duke made a rare public admission about his feelings following the death of his mother, telling a grieving boy he was “very angry” when she died.

ELFT’s Diana Children’s Community Palliative Care Team was one of a network of Diana Teams across the UK set up in memory of Diana, Princess of Wales, and supports children (0-19 years) who have a life-limiting condition and their families through the journey from diagnosis, through illness to end-of-life and bereavement through provision of specialist nursing, play specialist, psychology and family therapy in the community.

#Breaking the Rules

YOU may have noticed some strange goings on around the Trust in recent weeks with red tape and graffiti appearing everywhere calling on staff to break the rules!

This was part of a series of activities led by the Quality Improvement team asking staff to think about things in their working life that impedes their progress, gets in the way or delays them in carrying out an intervention. Sometimes, a new process is introduced without taking away the previous one or things are done in a particular way for historic reasons that no one can now remember. Chief Executive, Dr Navina Evans and Medical Director, Dr Kevin Cleary, led the way in cutting away the red tape which has symbolised the bureaucracy and petty rules that surrounds us all every day at work. A video booth travelled around the Trust giving staff and patients the opportunity to pop along and record a short film saying what they would like to see abolished, alongside suggestion boxes.

The Breaking the Rules campaign will culminate in a presentation at the QI Conference at Excel Centre, London on 31 March where delegates will be asked to vote on their favourite suggestions to be taken forward.



Tower Hamlets Red Bag Scheme

TOWER Hamlets Together is launching a brilliantly simple initiative to help people living in Tower Hamlets care homes receive quick and effective treatment should they need to go into hospital in an emergency.

The “red bag” keeps important information about a care home resident’s health in one place, making it easily accessible to ambulance and hospital staff. This includes standardised information about the resident’s general health, any existing medical conditions they have, medication they are taking, as well as highlighting the current health concern. This means that ambulance and hospital staff can more effectively determine the treatment required.

It also has room for personal belongings such as clothes for day of discharge, glasses, hearing aid and dentures, and stays with the patient whilst they are in hospital. When they are ready to go home, a copy of their discharge summary (which details every aspect of the care they received in hospital) will be placed in the red bag so that care home staff have access to this important

information when they arrive back home.

The resident may also be discharged quicker from hospital as the care home will have been able to get an understanding of their care needs from discussions with the hospital.

Georgina Birch, lead for Tower Hamlets Integrated Care, at the Trust said: “*Sutton Homes of Care developed the concept of the red bag last year as part of the New Care Models Programme. We could see great potential for how the scheme could benefit care home residents here in Tower Hamlets so quickly got in touch with them to find out more.*”

“*The red bag will greatly improve communication between the care home, ambulance service and hospital, so that everyone involved in caring for the patient during an emergency has access to vital information. We believe this simple approach will lead to great benefits for care home residents in the area.*”

The red bag scheme launched on 6 March and will be used to support residents in two local care homes - Aspen Court and

Hawthorne Green. If proven successful, it is intended for the scheme to be introduced in residential homes too.

Tower Hamlets Together is a partnership of local health and social care organisations including: ELFT, Barts Health NHS Trust, Tower Hamlets Borough Council, Tower Hamlets CCG, Tower Hamlets Council for Voluntary Service and the Tower Hamlets GP Care Group

For more information, visit www.towerhamletstogether.com



Activities Co-ordinator Amma Nkrumah and Occupational Therapist Jennie Gulrajani with Hawthorne Green resident Yvonne Collins



Tower Hamlets Inspire Launch

THE Tower Hamlets Recovery College joined a borough wide launch of recovery and wellbeing services at the Brady Arts Centre. The launch by Inspire, a mental health consortium made up of eight partner organisations, have been commissioned to create and deliver a range of new and innovative Mental Health, Recovery & Wellbeing Services across the Borough.

Attendees heard presentations from the partner organisations, followed by a question and answer session. Edwin Ndlovu, ELFT Borough Director for Tower Hamlets delivered a presentation on the Trust and the services provided in the borough.

Recovery College Manager Richard Pickard spoke about the role of education in recovery. He said

“The college brings an educational and collaborative approach to mental health services, helping to break down barriers between service users and staff, and between NHS and voluntary sector organisations in the borough. Education can promote hope, choice and control. Our courses are planned and delivered by staff and service users”

For more information call 020 7426 2449 or visit www.elft.nhs.uk



North Hackney CMHT Moving

The North Hackney CMHT is moving from Anita House in Stoke Newington to a new base in Homerton in April. The team will be based at The Lodge which is situated alongside the John Howard Centre and the Vivienne Cohen House. The phone number will remain the same: 020 8510 2900 and referrals need to go through the CHAMRAS service as they do now.

Getting Serious About Smoking Cessation

AS you travel around the Trust, you may notice the Trust's new No Smoking posters are in position. These are being complemented by leaflets which are available in all areas. We have printed a massive 10,000 of these to make sure that all staff have it to hand when talking to patients about smoking.



As an NHS organisation, it is important that we promote a positive overall health message and that we actively address people's smoking behaviour both on our premises and when they are at home.

With a packet of cigarettes (20) costing anything from £6.50-£8.00, it is an expensive activity - and that's before you even think about the damage to health caused by smoking.

Dr Kate Corlett, a GP and Associate Medical Director for Primary Care feels very strongly about this and is leading the Trust's strategy to support patients to stop smoking. *“Having conversations with health care professionals is one of the most effective interventions in helping somebody to make lifestyle changes. Furthermore, our patients expect us to talk to them about smoking so staff have a lot of influence in helping patients to believe that they can make changes and feel the benefits!”*

Helping People to Find Different Coping Mechanisms

People with a long term health conditions may use smoking to help

them cope with pain, discomfort, lack of mobility, lack of stimulation and boredom. They will benefit from talking to a member of staff about their feelings about smoking, things they have tried before to give up and identify ways to get past the difficult points to feel more in control and enjoy having money to do other things.

People who have a mental health illness have a 10-20 year reduced life expectancy and smoking is one of the main causes of this. There are higher rates of smoking amongst people who have a mental health illness and it is our duty to reinforce the positive aspects of stopping smoking.

By making the choice to stop smoking, research has found that people with mental health illnesses have shown an increase in self-confidence and a reduction in depressive and anxiety symptoms. In addition, quitting smoking can require a reduction in the dosage of certain medications.

Support with Quitting

All service users who require a stay on our wards are asked about their smoking needs on arrival. If they are not well enough to discuss this or it isn't an immediate priority, staff will speak to a carer but it is addressed early in the admission to avoid unnecessary distress. Nicotine Replacement Therapy (NRT) is available in all inpatient areas whilst they are in our care.

Reinforcing the Message

The ELFT No Smoking posters say: 'If a member of staff asks you to stop smoking, they are just doing their job' Visitors, staff, contractors and partner organisations will be asked to be comply with the policy. This means:

- No smoking whilst in uniform or with ID cards on public display
- No smoking on Trust premises - including entrances, doorways, grounds and car parks.
- Helping to promote good health by offering patients who smoke information about their local stop smoking service.

The Trust won't be turning a blind eye and will reinforce our Smokefree policy at every turn.

QI Update

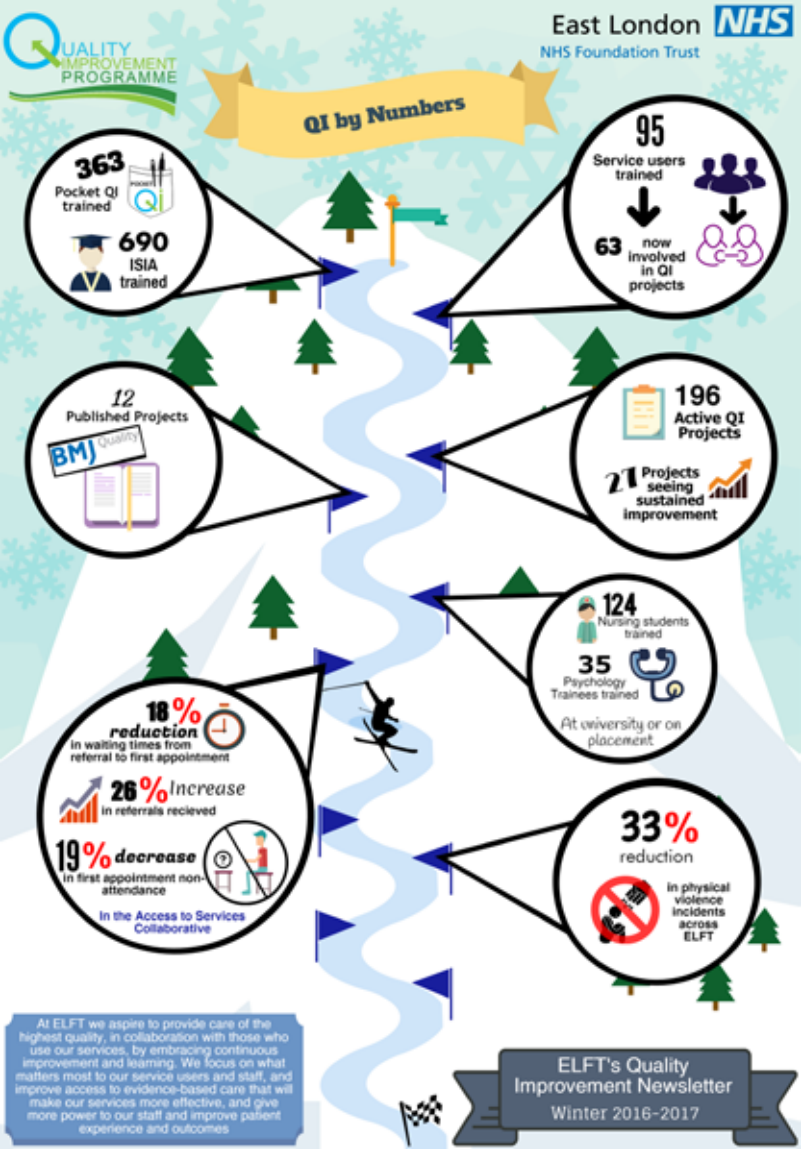
WE are now entering the fourth year of quality improvement at ELFT. There has been some fantastic progress and results seen over the last 3 years.

Across the Trust there has been an overall **33% reduction in physical violence**. In addition the Access to Services Collaborative is seeing an **18% reduction in waiting times** and a **19% decrease in first appointment non-attendance**. These are just a few figures of the widespread improvements we are now seeing. There are now **195 active QI projects** and over half of these have valuable service user & carer input as part of the project team.

Over the next year we will continue to provide training and support to staff in their improvement work. There is going to be refresher training as well as bespoke learning sessions on a variety of subject areas within quality improvement. Make sure to monitor the microsite event pages for regular updates and training.

We are looking forward to the **Quality Improvement conferences in March**, where combined, over 400 staff, services users and external participants will be attending to share and celebrate their improvement work. The first of these happened in **Bedfordshire on Tuesday 7th March** with international speakers; Professor Chris Ham, CEO of the King's Fund) and Pedro Delgado, Head of Europe and Latin America Regions, Institute for Healthcare Improvement (IHI). The QI conference in **London on 31st March** will be at CentrEd, Excel where multiple QI project presentations will take place as well as split sessions on Service User Involvement and Scaling-up and Spreading improvement work.

Quality Improvement at ELFT by numbers (accurate at the time of writing)



ELFT's First BME Conference



THE Trust held its Black and Minority Ethnicity (BME) Conference on 29 November 2016 with over 90 staff in attendance. The overarching theme of the conference was to discuss about career progression opportunities for BME staff within the organisation. Chief Executive Dr Navina Evans presented alongside Mason Fitzgerald, Director of Corporate Affairs, Edwin Ndlovu, Tower

Hamlets Borough Director and Odilia Gamor, Team Manager at West Ham Lane Health Centre. There were also external speakers including a representative from LinkedIn talking about best practice. There was productive discussion and feedback and several actions for the BME network and senior team to take forward.

The Trust's Global Health Partnerships

The Butabika Link

The Butabika Link is a collaborative mutually beneficial partnership between ELFT and psychiatric services in Uganda, including the main teaching and referral hospital, Butabika. The link is now in its 12th year and entering a new phase in its evolution.



Dr Nick Bass and Moses Mulimira with Dr Navina Evans

Dr Dave Baillie, who has chaired the link is stepping down but not stepping away. There will now be a shared chairship between Moses Mulimira, a nurse in Tower Hamlets, who is a founding co-chair of the Ugandan Diaspora Health Foundation and the UK-Ugandan Alliance, and Dr Nick Bass, a consultant in Tower Hamlets who has been involved in the link from the beginning. He also brings expertise in working with students and postgraduates as well as experience in Sierra Leone and Somaliland. Mariam Aligawesa, a British Ugandan psychiatric nurse, and Pat d'Ardenne, a retired psychologist from ELFT remain as vice-chairs.

This year sees the end of the funding from Tropical Health & Education Trust (THET) and Department for International Development (DFID) for three large collaborative projects. Brain Gain is a project that has evaluated the impact of Peer Support Working in Uganda, supported the move of Peer Support Workers from Kampala into the regions and set up a Recovery College in Butabika: several staff and service users from Butabika will be in East London in April. March sees the end of the CAMHS project that established CAMHS as a speciality in Uganda and developed a Diploma course in CAMHS that has brought expertise to the regions: Chief Executive Dr Navina Evans will be attending the end of project conference in March. The Epilepsy project has trained numerous community workers in identifying and treating epilepsy.

The Butabika-East London link is recognised as a UK leader in international collaboration in mental health, being cited as flagship and an exemplar of what can be achieved with limited resources. In an age of uncertainty and increasing globalisation there is a move for some countries to advocate for a greater insularity to focus on their own problems. The Butabika Link has shown that there is a great amount of learning and experience that can be shared and the value of cross cultural collaboration that benefits all involved.

If you would like to get involved, contact the Global Health

Partnerships Manager and Link Coordinator, Edmund Koboah by email: edmund.koboah@elft.nhs.uk

Second National CAMH Conference in Kampala

The Link is hosting the Second National Child and Adolescent Mental Health (CAMH) Conference in Kampala at the end of two UK Government funded training projects (2012-2017). Thirty three Ugandan mental health and child health professionals will have completed the two year CAMH training programme, recently accredited by Mbarara University of Science and Technology as an Advanced Diploma in CAMH. In addition the Ministry of Health has developed a Policy for CAMH in order to develop child and adolescent mental health services throughout Uganda. The conference will host the launch of the Ugandan Policy for CAMH and includes international speakers in child mental health as well as rapidly increasing local expertise and projects completed by current trainees.

The Bangladeshi UK Link

The Trust last year signed a Memorandum of Understanding with the University of Dhaka Clinical Psychology Department with the aims of developing mental health services appropriate to the needs of the communities of both East London and Bangladesh, and of mutual learning between staff in both countries. Thus far under the auspices of the Bangladeshi Link, the Trust has hosted two Commonwealth Fellows from Dhaka, a team have visited Dhaka to deliver modules of asystemic therapy training to members of the Department there, and a monthly on-going systemic supervision group has been established via video-link.

Funds have been raised for two psychologists from Dhaka to co-present alongside two of our UK practitioners at the International Family Therapy Association Conference to be held in Malaga, Spain in March. They will report on learning thus far drawn from these activities. The Bangladeshi UK link has already provided many exciting learning opportunities for staff in both countries and it is hoped to develop relationships and joint projects further as funding allows.



Bangladeshi UK Link



Join us at our Members' Working Lunch Meetings in 2017



MEMBERS' Working Lunch meetings welcome our members, service users, carers, local people and staff to be informed about current membership and Trust matters. These meetings are informative with lively discussions, and question and answer sessions.

Governors provide updates on their activities and listen to feedback from these meetings to communicate to ELFT. Previous topics at these meetings have covered: Volunteering

at ELFT, Tower Hamlets Recovery College, ELFT's inspection by the Care Quality Commission, how ELFT is working with Docklands Light Railway on the 'Back on Track' project, supporting people with mental health, social or psychological difficulties to overcome barriers to travel on public transport and help people get more out of life.

We hold regular Members' Working Lunch Meetings in Tower Hamlets for London

residents and now also in Bedfordshire and Luton. If you haven't attended a Members' Working Lunch meeting, we look forward to seeing you soon.

Booking is essential, so that we know you are coming and to help us order enough food and refreshments for all to enjoy.

To book your place to attend any of the Members' Working Lunch Meetings below, email: membership@elft.nhs.uk or call 0800 032 7297.

London Members' Working Lunch Meetings 2017

1pm - 3pm on:

Thursday 20 April 2017

Wednesday 26 July 2017

Wednesday 25 October 2017

at: Main Hall, Brady Arts & Community Centre,
192-196 Hanbury Street,
London, E1 5HU

Luton Members' Working Lunch Meetings 2017

1pm - 3pm on:

Wednesday 29 March 2017

Thursday 28 September 2017

at: Conference Room,
Charter House, Alma St,
Luton,
LU1 2PJ

Bedfordshire Members' Working Lunch Meetings 2017

1pm - 3pm on:

Tuesday 23 May 2017

Tuesday 21 November 2017

at: King's House,
245 Amptill Road,
Bedford,
MK42 9AZ

ELFT Annual Plan Consultation Events 2017



THE Membership team, in collaboration with ELFT Borough/Service Directors, organised five Annual Plan Consultation events during

February and March.

These annual events are important dates in the ELFT calendar because they provide the latest updates about our services to our members and governors. They are crucial opportunities for collecting feedback from our members

and governors and identifying priorities and areas for improvement. The five local events were followed by the Trust-wide annual plan

meeting held on Monday 6th March 2017 when ELFT's Lead Governor Zara Hosany outlined the key themes that emerged from the consultation events which will be incorporated into our Annual Plan for 2017/18. Zara's presentation was followed by a lively question and answer session with the Chief Executive Dr Navina Evans and executive directors. Dr Evans tweeted after the event: "Some strong challenge and ideas for improvement from members."

Get in touch with Membership

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 0800 032 7297 You can also join online by going to the 'Membership' section at www.elft.nhs.uk



Pop Psychology: New 'Feel Well Stay Well' Drop-in Sessions in Newham

THE Newham Talking Therapies Service is running a series of seminars throughout the year for local people with an interest in health and wellbeing.

The seminars cover a range of subjects about approaches to life and personal development, led by experts in the service. The monthly sessions are designed to help people look at ways they can influence their health and wellbeing, feel well and stay well!

If you live in Newham, these sessions could be just up your street. To find out more, call us on 0208 475 8080.

There is no need to book - people can just turn up! All the sessions will take place in Vicarage Lane Health Centre in Room F54 on the first floor from 5:30pm – 7:30pm at 10 Vicarage Lane, London E15 4ES

Topics that will be discussed over the year include:

Thursday 27 April - Rising up when you are down

Tuesday 30 May - Walk off your stress

Thursday 29 June - Men's health

Thursday 27 July - Nurture your mind and body

Thursday 31 August - Building happiness

Thursday 28 September - Managing the aches and pains of life

Tuesday 31 October - Work-life balance

Thursday 30 November - The power of self-care

Thursday 21 December - Coping with the holidays

FINAL WORD from the Chair



SPRING is a time of renewal, there is change in the air and it's an exciting time to be at the Trust.

Firstly, I like to start by congratulating Professor Kamaldeep Bhui who was awarded a CBE in the Queen's New Year Honours. Professor Bhui has had a profound influence on mental health care in the Trust and across the country. His work has brought new insights ensuring we are able to provide more accessible and responsive care to diverse communities. We are incredibly proud to have dedicated leaders, such as Kam in the Trust. I hope you enjoyed reading more about his award.

I'm sure you've read about some of our leaders on the awards update page. My congratulations to all our winners including the People Participation Team who won a UK Rail Industry Award in partnership the DLR for the Back on Track project. The joint initiative between the DLR and the Trust, helps people with mental health, social or psychological difficulties get more out of life and feel part of their local communities using the DLR. It's great to be winning non health awards, part of commitment to addressing stigma and promoting recovery. Good luck to the Flu Project Team, Bedfordshire and Luton Mental Health Street Triage

team, the Quality Outcomes and Experience team, and Professor Frank Röhrich who have all been shortlisted for national awards.

We welcomed the Tower Hamlets Learning Disability Service in February and we look forward to working with our new colleagues. The Trust held an induction day to welcome the 35 new staff who had the opportunity to meet key staff, ask questions and get a feel of the Trust. I look forward to meeting you soon.

The Trust Wide Annual Plan meetings were a great opportunity to hear from local people who provide a valuable voice and make a real difference to the development and improvement of our services. We actively use this information to set our priorities and inform our contributions to the two Sustainability and Transformation Plans we participate in. Thank you to all the members, governors and local people who attended. Members are reminded that our working lunch meetings are a great way to keep up to date with Trust matters and to meet your Governor representatives. I am particularly impressed with our current Council, although I still miss some Governors who's terms have come to an end.

The People Participation Awards were a personal highlight for me last year and form an important part of what we do as a Trust. Service users are an essential part of our multi-disciplinary teams and without them we couldn't be the best. These awards celebrate the service users, carers and volunteers who have made a special contribution to the Trust. I hope you will all join me in submitting a nomination and help us to thank our service users who are always so willing to give up their time to help us to improve.

I hope you have a refreshing and invigorating Spring.

Marie Gabriel

Service User Story Goes Viral



A service user and former mental health manager penned an emotional LinkedIn post about her experiences which went viral and has been viewed by more than a million people. Her story was published in the BBC, Independent, The Huffington Post and other news outlets. Mandy Stevens, a Hackney resident

is also a former NHS Director has worked in healthcare for over 30 years having worked her way up from being a hospital cleaner. Mandy has praised the "amazing and phenomenal" care she received as an inpatient for 12 weeks at the City and Hackney Centre for Mental Health during a crippling bout of depression which struck her late last year. You can read her story on her linkedin profile under the 'posts' section <https://www.linkedin.com/in/mandystevens22/>