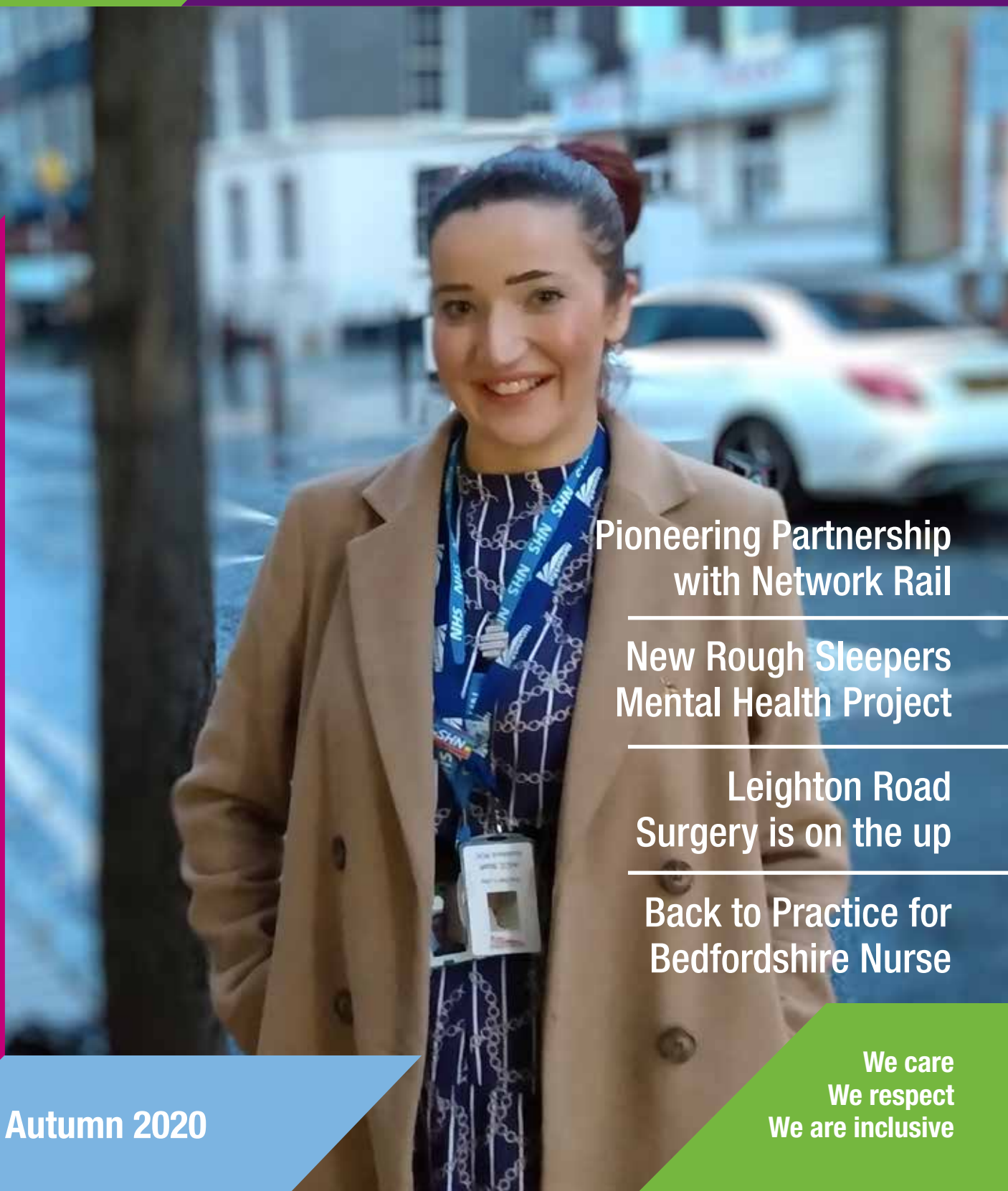




East London
NHS Foundation Trust

TRUSTtalk

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



**Pioneering Partnership
with Network Rail**

**New Rough Sleepers
Mental Health Project**

**Leighton Road
Surgery is on the up**

**Back to Practice for
Bedfordshire Nurse**

Autumn 2020

**We care
We respect
We are inclusive**



Paul
Calaminus

Chief Executive **FOREWORD**

AS you will see from the array of articles in this issue of Trusttalk, the pandemic and two lockdowns have not affected the determination and energy of our staff to simply get things done. I am so proud of how they responded to all that we have asked of them and how they have looked after those in their care, families and carers, and each other. I thank them at every opportunity I get as I want them to know their endeavours are valued and appreciated.

And as if that wasn't enough, I see a number of teams have been shortlisted or nominated for a raft of awards. Congratulations to everyone involved and good luck.

In the midst of everything, we have also launched some new partnerships: a London United football initiative where premier clubs team up with children and

young people referred to mental health services; a collaboration with child and adolescent mental health services across the whole of North Central and East London to pool resources and design and deliver effective services; a partnership with network rail to equip staff to tackle commuter mental health issues, to name but a few. Additionally, service users have come together to help us to design and deliver new services such as the Befriending Service. Our CMHT transformation work is continuing in East London, with a focus on working with communities, staff and those in primary care to help redesign services.

Consultant Psychiatrist, Dr Chloe Beale, our Suicide Prevention Lead, has written a reflective piece on the impact of social isolation and the pandemic on many of her patients. She urges us not to shy

away from asking open questions about how someone is, even if we don't have the answers. It is the asking and the acknowledgement of difficulties that is key in someone feeling able to ask for help.

We have welcomed some familiar faces to some new positions. We have appointed our first Director of Social Work (Gill Williams), our first Trustwide Operational and Strategic Lead for Learning Disability (Ruth Cooper) and welcomed Day Njovana (Tower Hamlets) and Bailey Mitchell (Newham) as our new interim service directors. I know they will strengthen our leadership team and bring new insights and perspectives.

We also welcome two special Non-Executive Directors to the ELFT fold. Richard Carr was formerly chief executive of Central Bedfordshire Council, and Professor Dame Donna Kinnair is the General Secretary of the RCN. They each bring unique skills and experience which will enrich and benefit the organisation as we go forward.

The UK's formal separation from the European Union is to happen on 1 January 2021 when the transition period ends. As we go to print, negotiations over future relations with the EU are continuing. Alongside our partners, we have been preparing for any potential impact on our services. To some extent, the coronavirus pandemic has tested our contingency plans. But the uncertainty and stress on our EU staff and EU service users is less easy to resolve.

It has been an unbelievable year, one that none of us could have imagined. One of great change for us as a Trust with a change of leadership, and great change for our staff and patients, much of which we are still trying to process. And looking forward, despite the promise of a COVID vaccine, it is hard to know what 2021 will bring. What I do know is that the resolve and fortitude of our Trust Board, our Governors, our staff and service users, means that together, we will rise to whatever challenges come our way. I wish you all a relaxing and (probably) quiet festive season and the very best for the new year.

Paul Calaminus
Interim Chief Executive

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Welcome to this month's TrustTalk!

YOU may notice a few changes. We've made these changes because we believe that communicating with service users, carers, members, governors, staff and stakeholders is as much about listening as it is about informing.

Using the latest technology, we now have an interactive digital copy of the magazine alongside your usual paper version, so you can add your thoughts and comments which will help us improve services further. That means the type of stories we cover has changed too and will focus more on the experience of service users and look in-depth at services and ELFT teams, so they're are now much more likely to generate comment and debate.

If you are a member of staff, you will automatically get a digital copy of Trusttalk. If you are a Governor or a Member and have supplied your email address to the Membership Office, you will too.

Otherwise, you can also sign up to the new digital version by emailing elft.communication@nhs.net so we can directly send you

the latest edition as soon as it appears. We'll even give you advance sight of some of our top stories before the magazine hits the streets.

Furthermore, the digital version will enhance your experience of the magazine with some embedded videos where photographs appear in the paper copy, as well as links to articles on the ELFT website.

And that's not all - in our up-coming editions, we will bring to you a fresh new bold and engaging design that will be fully accessible to all our readers.

We, of course, want to hear your views about the new Trusttalk which will still include many of your old favourites as well as these new look features. And don't worry, if you instead prefer to read the paper version, that will still be available as before.

Enjoy!

Steve Gladwin,
ELFT Communications Director

Joint Working = Better Care

ELFT has been working with colleagues at North East London Foundation Trust (NELFT) on joint approaches to inpatient capacity so that people can be admitted smoothly to a local facility when they need it. We have also been jointly supporting our local A&E

departments and collaborating on the design and transformation of community services, digital development and the development and delivery of CAMHS for children and young people.

Director Appointments/Achievements

Four senior positions within the Trust have been filled by faces familiar to many colleagues. Congratulations to all these Directors on their achievements. All have already contributed greatly to ELFT's development and will bring new perspectives and insights in their new roles.



Day Njovana has been appointed as Interim Borough Director for Tower Hamlets. Day has been appointed from his role as Head of Nursing and Associate Clinical Director for Safety and Security in Forensic Services.



Ruth Cooper has been appointed as Trust-wide Operational and Strategic Lead for Learning Disability. Ruth has been appointed from her position as Strategic Lead for Learning Disability (LD) and Autism. Her new role aims to bring the four LD services together to develop a portfolio of projects intended to meet both national guidance and the Trust Strategy by working within and alongside DMTs.



Bailey Mitchell has been appointed as Interim Borough Director for Newham. Bailey moves from his position as Deputy Borough Director in the Newham Adult Mental Health Directorate.



Gill Williams has been appointed to the new role of Director for Social Work. The two Borough Director roles became available following her appointment. The new director's responsibilities include providing professional leadership to social workers in the Trust in all settings, ensuring their professional development needs are met and that their role is clearly defined and valued alongside other professionals in the Multi-Disciplinary Team (MDT) structure.



Additionally, Dr Mohit Venkataram, Director of Commercial Development, is one of only twenty people chosen nationwide to join a training programme for high performing leaders across the public sector. The National Leadership Centre Accelerate Programme is aimed at Directors from the Civil Service, the Military, the Universities and Health. Specifically tailored for Black, Asian and minority ethnic leaders within public service organisations, participants will gain the experience necessary to manage ever-evolving systems facing multiple future challenges. The year-long programme starts in December.

AWARD NOMINATIONS

CONGRATULATIONS to the teams and individuals who have been nominated for awards.

Parliamentary Awards 2020

Three ELFT services have been nominated by their constituency MPs for the NHS Parliamentary Awards shortlist for 2020. The NHS Parliamentary Awards is an annual event held to celebrate NHS staff across all sectors and services 'that go above and beyond the call of duty to make the NHS a better service.'

- Bedfordshire Community Services have been nominated for their work to create Integrated Discharge Hubs at two hospitals in Luton and Bedford, in the Care & Compassion category. They were nominated by Rachel Hopkins MP for Luton South.
- The Forensics Service is a finalist for the category of Excellence in Mental Health Care. The team has been nominated for their work to improve Carers' Experience as a Quality Improvement Project. They were aware of the obstacles for carers not being able to see their loved ones during the lockdown so ensured that alternative channels of communication were available, using technology and setting up online forums which were well received by carers. They were nominated by Meg Hillier MP for Hackney South and Shoreditch.
- Newham Talking Therapies, part of the Trust's Improving Access to Psychological Therapies service, have been nominated by constituency MP for West Ham, Lyn Brown, in the Excellence in Mental Health Care category. The team were determined to ensure that the service they provide for residents would still be available despite the necessary measures imposed under lockdown. This meant rapidly embracing digital technology but in a way that ensured that service users themselves were fully involved in the service redesign.

Health Service Journal Awards 2020

The Newham Integrated Discharge Hub has been shortlisted in the Health and Local Government Partnership Award category.

The discharge hub consists of staff from ELFT, the London Borough of Newham, Barts Health NHS Trust and Age UK and rose to the challenge of supporting patients rapidly discharge from hospital during the pandemic to free up beds.

The Trust's People & Culture team has been nominated for the HSJ's NHS Workplace Race Equality Award for their entry, 'Compassion & Equality in Work Relations.'

The People and Culture team have also been shortlisted for the Engage Awards 2020 and nominated for the national Employee Benefits Awards.



Cavell Star

The Bedfordshire Palliative Care Team have been awarded a Cavell Star. Cavell Star Awards are a national initiative by the Cavell Nurses' Trust to celebrate exceptional work of nurses, midwives, nursing associates and health care assistants (HCAs) do every day in the UK.

Level 1 Finance Accreditation

ELFT's Finance Directorate have gained a Level 1 accreditation from the highly regarded Future Focused Finance (FFF) Network. The Future-Focused Finance Towards Excellence accreditation process allows NHS England's Finance Leadership Council to give due recognition to organisations that have the very best finance skills development culture and practices in place. It is a national programme designed to engage everyone in improving NHS Finance to support the delivery of quality services for patients. ELFT is one of only ten London trusts that have won accreditation from the FFF so far.

Brexit Preparations

BREXIT, the UK's formal separation from the European Union, is to happen on 1 January 2021 when the transition period ends. Whilst negotiations over future relations with the EU are continuing, ELFT and all public sector organisations have been preparing for the potential impact on our services. We are working with our respective STPs in East London, and Bedfordshire, Milton Keynes and Luton to be part of a broader system-wide approach. The coronavirus pandemic has tested our processes and our supply chains significantly.

Supplies

Robust measures have been put in place to safeguard NHS supply chains after January 2021. The Government have established contracts with leading ferry companies including Brittany Ferries, P&O, Stena and DFDS that will focus on nine routes serving eight ports. These include Felixstowe, Harwich, Hull, Poole, Newhaven, Portsmouth, Teesport and Tilbury.

Staff have advised patients that they do not need to stockpile medication, there is no need to over prescribe or double-up on prescriptions.

Deliveries

It is envisaged that deliveries

will follow normal patterns, but some flexibility might be required in terms of delivery times, including night-time or weekend deliveries.

Uncertainty

There is considerable uncertainty for EU colleagues and EU service users at this time. Visas are being extended. Applications from NHS staff for Settled Status can be made up until 30 June 2021.

Travel Insurance

Anyone travelling to the EU in the new year is advised to take out travel insurance as the European Health Insurance Card (EHIC) scheme may not be valid. Health care cover will change

for EU citizens who visit the UK after 31 December. Those from countries without a reciprocal health care agreement with the UK (unless it is a service that is free of charge to everyone or they are exempt from charging) can be charged for their treatment. The Trust already has processes in place for claiming healthcare costs for health care received from the individual's country of origin.





COVID 19 – How Are You Doing?

LOCKDOWN and limited social contact is taking its toll on people's physical and mental wellbeing. With many worried about their jobs, debt, housing, relationships, and their own health and the health of loved ones the stress can be overwhelming and many may feel unable to cope or see a way forward.

In this blog, Consultant Psychiatrist, Dr Chloe Beale, Suicide Prevention Lead for the Trust, reflects on the role of health care workers, and our role as colleagues, friends, and family, in looking out for each other and making sure people get help when they need it.

Whilst the possibility of a vaccine may be giving us some hope, there is still a great deal of uncertainty about the future.

People who use mental health services have found that the pandemic has taken away vital face to face support, both within health care settings and through closure of community activities which are so important to wellbeing. I am certainly hearing from many patients, colleagues and friends about the adverse effects of isolation. When so much of the world's focus is on controlling the virus, reducing transmission and preventing physical illness, we can forget that, for many people, there are consequences more frightening than infection: domestic abuse, poverty, homelessness, isolation to name a few. Recently published research shows that - so far - suicide rates have not risen in lockdown. This is good news and a welcome rebuttal to the false stories that circulate on social media from time to time. However, this doesn't mean that mental health is not impacted or will not continue to be impacted by the pandemic. Statistics don't tell individual stories.

As clinicians, we should all be in the habit of asking patients and carers specifically how the pandemic and lockdown has impacted them personally. Everyone is affected in different ways, so it's important to try to understand individual circumstances. It's difficult when we know

we don't have all the solutions, but we must take time to understand what support people need. You don't necessarily have to try and fix everything, but ask, listen, acknowledge, validate.

Looking After Yourself

We all need to look after ourselves as well as others. We are all tired. We have been through a summer of lockdown already and we don't know how long it's going to last this time. It's winter and we have the usual seasonal pressures to contend with on top of the pandemic. A lot of us have not seen family abroad or even in the UK for many months. There is a distinct lack of free pizza and clapping for NHS workers this time around. Tempers may become frayed. Political events may add to the feelings of uncertainty and discord. You might be finding your usual coping strategies less effective, or be feeling the lack of those things that usually get you through difficult times. Make sure you are taking regular leave even if there is nowhere to go. Take breaks and remind your colleagues to do the same. Make the effort to ask how people are and to show your appreciation. Lockdown doesn't mean you have to get fitter, make sourdough or learn to play the piano; just do what you need to do to get through this.

Ask How are you? How are you doing?

Encouraging people to seek help when they are struggling is important, but it's not an easy thing to do, and many struggles are hidden. Maybe we shouldn't always wait for people to ask for help; whether service users, colleagues or friends, let's remember to check in and ask people how they are and how lockdown is affecting them. It might make a real difference to someone.

Getting Help and Support

If you are really struggling at the moment, find someone to talk to: a friend, a family member, a colleague. Contact your GP or healthcare professional for further help.

You can refer yourself to one of our Talking Therapies services for help with life issues that have come to a head during the pandemic: <https://www.elft.nhs.uk/News/Talking-Therapies-Here-to-Help-During-Lockdown>

You can get help in an Emergency here: <https://www.elft.nhs.uk/Contact-Us/Get-Help-in-an-Emergency>



Photo by Kat Jayne from Pexels



Rachel's Pioneering Role With Network Rail



A new sight will greet commuters using Greater Anglia train services this autumn as Rachel Luby joins the rail workforce in a pioneering new role as roving mental health nurse.

This joint initiative between the Trust and Network Rail will see Rachel offering mental health support to rail users who are vulnerable or in extreme distress, promote access to services as well as inform travellers on the preventative care measures they can take to protect their own and others' mental health.

Rachel has a nursing background in psychiatric intensive care, forensics and crisis services. She was named Mental Health Nurse of the Year by the Royal College of Nursing in 2019.

Primarily based at stations across east London, her role will take her to any railway station across the whole of the Greater Anglia network. A key aspect of Rachel's role will be to heighten awareness of how people can be protected from coming to harm on the railways. In 2018/19 there were 271 suicides on the national rail network and underground combined. The impact every suicide has is enormous but research shows that extreme mental distress is often temporary. If people have access to the right support at the right time, they can recover from such a crisis.

Having an embedded fully qualified mental health nurse working within the railway system will allow for a proactive, dynamic and innovative approach to prevention and care. Commenting on her new role, Rachel said: *"I am absolutely delighted that Network Rail and ELFT are working in partnership to make my work possible. We are all aware of how COVID-19 is affecting people's mental health. Railway staff and the British transport police are already doing important work to support people in crisis, but they are not mental health professionals. Part of my role is educating people so they feel confident to intervene."*

Supporting Rail Users in Bedfordshire and Luton



Meanwhile, in Bedfordshire, friendly faces and messages of help and support are on show at train stations in Bedfordshire and Luton as part of a Trust campaign. Mental health crisis support is available across Bedfordshire and Luton for all ages, 24hrs

a day, seven days a week, by calling NHS 111 (and pressing option 2).

Posters raising awareness of the service and promoting a key message that 'you aren't alone if you need urgent help' have now been placed at Luton Airport Parkway, Luton, Leagrave, Harlington, Flitwick and Bedford train stations.

The 111 crisis support service is provided by ELFT. Ben Salmons is the Trust's 'Break the Stigma campaign' lead and he has produced the posters for the train station campaign. *"The aim of Break the Stigma is to help people talk about mental health and that is absolutely our message to anyone struggling or who feels they can't*

cope," he said. *"Please pick up the phone and talk to us. Help is here for you."*

He added: *"I would also like to thank Thameslink who are fantastic supporters of the NHS and have covered all of the costs in printing and displaying the posters."*

The posters feature a mix of NHS staff and service users holding a Break the Stigma whiteboard with their own handwritten messages of support.

Thameslink Customer Services Director Jenny Saunders said: *"Mental health is a hugely important topic for us here at Thameslink, especially with the stresses and strains brought about by COVID-19."*

ELFT to Test Pioneering Quit Smoking Model

THE Trust has been chosen by NHS England as one of two early implementers for 'treating tobacco as an addiction', which is designed to provide a more connected support package to help service users quit.

The Ottawa model has been tested with other patient groups in Canada and in Manchester but this pilot is the first use in mental health services.

Smoking remains the single largest cause of the estimated 10-20 year reduced life expectancy for people with mental health conditions. The aim of the pilot is to increase the support for mental health inpatients to quit and will be piloted at the Trust's inpatient settings in

Newham, Tower Hamlets and Hackney.

Anyone admitted to the inpatient services will be asked if they smoke. If they do, a coordinated support programme will be started including behavioural therapy and help from the pharmacy team in reducing and removing nicotine reliance.

The model ensures support continues after discharge by connecting the individual with community smoking cessation services, neighbourhood pharmacies with smoking cessation-trained staff and also GPs in some cases. Work across the ELFT sites will be in collaboration with service users and Quality Improvement (QI) tools will be used to record and share any learning.



Improved CQC Rating for Leighton Road Surgery

A partnership approach involving staff and patients at Leighton Road Surgery in Leighton Buzzard, in Bedfordshire, has been praised after the practice received an improved Care Quality Commission (CQC) rating.

The CQC has recognised 'significant improvements' made to the quality of care provided by the service which joined the Trust in February 2020.

Leighton Road Surgery is now rated as 'requires improvement' overall and rated as 'good' for providing safe services. It had previously been rated as 'inadequate' overall following a previous inspection in 2019, before joining ELFT.

The report, which also took into account the exceptional circumstances of the COVID pandemic, found:

- Staff were proud to work at the practice
- Patients were involved with their suggestions helping to shape and improve clinical practice
- The surgery has an active Patient Participation Group (PPG)
- A monthly blog by lead GP Dr Farah Paruk in the Leighton Buzzard Observer is informing the public of changes at the practice

Dr Mohit Venkataram, ELFT Executive Director for Primary Care, said: *"The improving CQC rating is an endorsement of the partnership of the staff with the local residents represented, the commissioners and the wider system who have together committed to improving the lives of our residents. We are pleased with the positive change in the rating and are acutely aware of the need to continue to work in this direction to fulfil our commitment for the residents of Leighton Buzzard."*

Paul Calaminus, ELFT Interim Chief Executive, added: *"I would like to thank all colleagues at Leighton Road Surgery and all patients involved in the ongoing practice improvement journey. Leighton Road Surgery joined the ELFT family in February and the team have demonstrated from the outset their commitment to the Trust approach of continuous improvement through the use of Quality Improvement and People Participation."*

ELFT also provides NHS mental health and community health services in Leighton Buzzard.

ELFT Rough Sleepers Adult Mental Health Project – RAMHP



THE Rough Sleepers Adult Mental Health Project is part of the Mayor's action plan for improving homelessness in the capital. The new team is funded through the Greater London Authority (GLA) for 2 years, until March 2022.

ELFT RAMHP covers The City, Hackney, Tower Hamlets and Newham. They aim to:

- Improve the mental health of people who sleep rough
- Work directly with Street Outreach Teams (SORT) – to improve their mental health awareness and response
- Develop a model of care
- Assess how the mental health and/or psychological needs makes engaging in social and health care difficult for the person
- Work with the wider system to influence how they work better together for this population

Referrals come from the Street Outreach Teams (SORT) and other

specialists street homeless teams. The team:

- Provide outreach shifts with SORT workers
- Provide targeted mental health assessments to identify unmet needs and how best to engage with mainstream services
- Provide baseline biopsychosocial assessments and the Dialog+ framework
- Work mainly with primary care and third sector organisations to get mental health needs met but also support secondary mental health services.
- Attends Task and Action, London-wide Challenge groups, high risk panels groups
- Provide a COVID response to the Homeless Hotels in The City, Tower Hamlets and Newham
- Are not a CMHT and do not care coordinate.

If you see someone sleeping rough and are worried about them, contact **0300 500 0914** or go to www.streetlink.org.uk



How effective are the Arts Therapies?

ELFT is working to answer this important question



ONE of the biggest ever research trials conducted into the effectiveness of arts therapies as a therapeutic tool is currently underway here at ELFT.

We all know that good mental health can be nurtured and sustained by our engagement with art and creativity but until now there have been very few studies conducted globally to measure the effectiveness of the arts therapies for people experiencing mental illness.

Often, when studies have been carried out, they have been restricted to people with one diagnosis only, for example, depression or schizophrenia. This is contrary to how arts therapies are often provided in the NHS - in a group setting involving a wide variety of people with a range of mental health conditions.

So in order to test the effectiveness of the arts therapies, practitioners within East London NHS Foundation Trust (ELFT) put together a proposal for a research trial. But this potentially ground-breaking study - the outcomes of which could have implications for the future direction of funding for arts therapies nationally across the NHS - ultimately succeeded because of a deeply embedded culture of coproduction and innovation within ELFT.

The ERA Trial compares the effectiveness of group counselling (one form of therapy widely known as 'the talking therapies') with a selected range of arts therapy modalities – dance movement therapy, art therapy and music therapy.

Participants are given the option of choosing which type of arts therapy modality they would prefer. They are then allocated by chance (at random) either to their choice of group arts therapy, or to a counselling group. Participants who are randomised to group counselling embark on a course of humanistic, person centred therapy over the same period of time.

The Trial is now into its second year and on track. Adult service users with a main diagnosis of schizophrenia, depression or anxiety from the Trust's community mental health services are involved.

On the potential benefits of the trial, Dr Catherine Carr, the Chief Investigator said: *"We want a clear answer as to whether there is a difference when the arts are used in a therapeutic group compared to talking alone"*.

"We are aiming to work alongside as many as 420 people over the time period of the trial. This includes service users from NHS mental health Trusts who are partnering with us on this across the country."

Participants will be offered 40 sessions over a five-month time frame. By conducting interviews with people accessing both types of therapy, we will also be able to learn about their experiences of the different types of therapy."

Crucially, we want to know to what extent people feel an improvement in their wellbeing, how far their symptoms decrease and whether they experience a better quality of life."

The research findings we collate will be the basis for deepening our understanding of how group therapy works. Ultimately, this is about finding out what works to improve people's lives."

Lauren Hickling, R&I Clinical Studies Officers (CSO) for the Trust's Unit for Social and Community Psychiatry in Newham explained: *"CSO's are based in services the majority of the time. We have expertise about what life is like for service users, carers and staff members on the wards or in the community. We know what it's like to work in a CMHT or acute ward, where it can be quite fast paced, so we can advise on what is actually feasible in terms of research trial targets."*

Further information about the ERA trial can be found at elft.nhs.uk/era or on Twitter @study_era.

CAMHS Collaborative - Stronger Together

A partnership between ELFT and Barnet, Enfield & Haringey Mental Health NHS Trust (BEH), North East London NHS Foundation Trust (NELFT), The Tavistock & Portman NHS Trust and The Whittington Health NHS Trust is set to change the way mental health services for children and young people are designed and delivered.

The nationwide initiative is projected to serve over a quarter of England's population, with a combined budget of £400million. NHS-Led Provider Collaboratives, a new model for the delivery of specialised health

care launched in October 2020.

ELFT is to lead for one of the ten nationwide models, the North Central East London (NCEL) CAMHS Collaborative serving a combined population of 3.5 million.

Each Collaborative is tasked to design and deliver specialist mental health, learning disability or autism services, to improve pathways of care for the local populations each one serves.

This unique model marks a new era for specialist mental health care, as groups of providers of specialist services come

together with pooled budgets, to deliver care for people closer to their home, invest in local community services and drive improvements in patient outcomes and experience.





Lights! Camera! Actions! Harnessing the Power of Social Media with SCYPS

NEWHAM is an incredibly diverse borough. Waves of immigration have shaped its history and culture for centuries. But it suffers from pockets of deprivation and this year the impact of the coronavirus has hit people hard.

Nevertheless, aspirations are high and with 25% of the population under 18, the children of Newham continue to perform well above the national educational average.

And the staff that work as part of the Specialist Children's and Young People's Services (SCYPS) encapsulate the Newham spirit of resilience.

Prior to the pandemic, a range of SCYPS teams came together to think about finding new and effective ways to communicate with

families and carers, many of whom struggle to cover the travel costs to attend clinic regularly.

Harnessing the popularity of social media channels like YouTube seemed like an effective way to strengthen and maintain links with families.

They didn't hang about! In little more than a year, the Newham teams have managed to create almost 50 videos – each one getting many hundreds of online views each.

The videos cover a range of diverse subjects and themes - from advice on play and exercise through to how to support a child's acquisition of language. Each one is made to a high professional standard and many were coproduced with youngsters and

families themselves. The videos are polished and professional – with the acting talent supplied not just by clinicians but youngsters themselves!

Clinical Lead for the Occupational Therapy team Maria O'Malley described how the SCYPS YouTube channel became a reality:

"The bulk of the videos were made just before the pandemic. A lot of the time, it is about parents and carers finding the time and energy to practice the methods demonstrated in the videos, and this can be a challenge for many reasons. But there is an impressive level of knowledge and expertise that the various teams share through the film resources."

London United Partners With CAMHS



FOOTBALL clubs under the umbrella of London United have come together to play their part in tackling key issues and improve the lives of young Londoners.

Under the auspices of NHS North East Cluster Football Foundation Partners, West Ham United, Arsenal and Leyton Orient have partnered with the Apax Foundation and the Royal Free Charity to create a new mental health scheme called Advantage.

With increasing evidence that mental health problems are one of the main consequences of the ongoing pandemic, the three clubs are working with specialists

across the local health trusts and have developed a network of designated support for young people, through their local football club – building self-esteem, a sense of connection and an opportunity to get back on track to achieve and aspire for the future.

There are a range of aims of the scheme, including: offering emotional support focusing on education, employment and physical activity, assisting the transition from lockdown to a 'new normal' and facing the world of uncertainty, as well as establishing a key rapport with a designated support coach based on trust.

THET Film Highlights Butabika Link and Peer Support Workers

A film produced by the Tropical Health and Education Trust features Newham Psychiatrist, Dr Dave Bailey, two of our lovely Peer Support Workers Shari Dunlop and Raolat Adenike Agunbiade-Erin, and a certain ex ELFT CEO.

Peer Support Workers are members of staff who have lived experience of mental health issues. They have insight into the issues faced by service users and patients so can work with them to support them, coach them, inspire them and provide hope that things will change. The film explores the impact of becoming a Peer Support Workers on two staff members.

The concept of Peer Support Workers has been introduced in Butabika Hospital in Kampala, Uganda. ELFT has had a longstanding relationship Butabika Hospital which has included exchange schemes and educational input. It is a two-way process which has enabled ELFT staff to experience effective and creative use of scarce resources in Uganda, and for Ugandan staff to experience models and approaches to mental health care in the UK.

Find out more about the Butabika Link here: <https://www.butabikaeastlondon.com/>

You can view the film here:

<https://youtu.be/bkOZhiETqvI>



Focusing on... Deancross Personality Disorder Service

THE Deancross Personality Disorder Service offers a service for people with a history of emotional, interpersonal and behavioural difficulties. The approach they use is Mentalisation-Based Treatment (MBT) and Transference-Focused Psychotherapy (TFP).

Background to the service

The service was named after its original location in Whitechapel, and established in 2008 specifically to support adults living in Tower Hamlets who experience serious emotional difficulties which have a significant impact on their day-to-day lives.

As a specialist Personality Disorder team it defines its target population as its patients and also its referrers and fellow services in primary and secondary care. While providing an effective treatment, it also supports a public health approach, contributing more widely through outreach, teaching and research. It has developed expertise in the treatment of narcissism and addressed the wider public on this on the BBC and also written a book on Personality Disorders for the general public. It has an active research unit attached to Queen Mary University London and University of Oxford and has most recently published on clinical responses in the COVID-19 period. In 2019, it was voted Royal College of Psychiatry's: Psychiatric Team of the Year 2019: Working-age Adults.

Consultant Psychiatrist, Dr Tennyson Lee said, *"Our strength is in the different approaches and perspectives each professional brings to the team, and the way we think together with the person – it is a very human-centred approach."*

During the pandemic, the service has had to move its interventions and groups to an online platform when previously, participants would have met face-to-face. Operational Lead and Clinical Psychologist, Nova Hart, said, *"After a period of adjustment, its gone surprisingly well. Although a challenge, participants have adapted well. Some people have found online communication better in terms of talking openly."*

Service User Perspective

It is fair to say that Grace Wood did not have an easy start in life experiencing trauma, loss and abuse as a child. As an adult, it took its toll. She says, *"I was 100% socially isolated. I'd describe it as the psychological equivalent of a horror film."*

How did you feel about where you were in your life when you came to Deancross? I had left an abusive relationship, was homeless and living on the fringes of society. I was in active alcoholism for 21 years. I felt suicidal all the time, and utterly hopeless. If you had said to me, you will come through this, I would not have believed you. My motivation to get mentally well was sporadic.

What was the impact on you, others, your relationships? I would cause confusion and distress for my mother and other people. I wasn't fully conscious of my behaviour. I couldn't see past my own pain.

How long had you been struggling with these issues? Since birth. One theory posits if the mother does not bond with their baby in the first 6 months, it can result in Emotionally Unstable Personality Disorder.

What did you know about Deancross before you arrived? I had tried numerous other services over the years. Initially, I thought Deancross would be daily intervention so had high expectations. But they meant there was a phone facility available 5 days a week.

How was it when you got there? What was involved? It was scary, painful and confusing. I had multiple assessments initially and then a 3 month preparation group, meeting once weekly. Once on the programme, one to one sessions once every two weeks, and two weekly groups comprising of Psychotherapy and Psychodrama.

What were the high points? Learning to have different kinds of relationships. Psychodrama was mind blowing. I found the therapist to be highly skilled and I was able to build trust quite swiftly with her, as she was very boundaried and authentic. The process of Psychodrama was profound as I was able to become more spontaneous and able to express emotion that had been buried for decades.

My therapist was very likeable and kind. What I recall from those sessions is him being able to cope with my profound sadness, which felt like a grieving process. I was in awe of the consultant as he appeared to have the presence of a Yogi.

In group Psychotherapy, it became clear the therapists were able to respond differently to me than other health professionals had previously, or my family, or people from my childhood. They seemed to understand why I was the way I was, and not want to

blame me for this. They had a co-production kind of approach, where they were working alongside me, in a manner of co-operation and negotiation rather than coercion and authoritarianism.

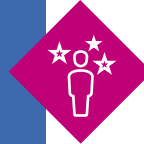
What were the low points? It has to be said that group work is extremely challenging, as other patients can project onto you issues they have had with people in their past, and they can therefore treat you as they would have treated that person. This is a painful but valuable learning curve, as it was a reflection of my own behaviour.

Has it made difference to you? For me it was a matter of life and death, as my behaviour prior to treatment was so extreme. It has taught me what healthy relationships look like, and shown me how to process my emotions effectively. I get on much better with my family now, I have a social life and people I can call when I need support. I've been sober for over six years. I have come off benefits and I work for the NHS and the Royal College of Psychiatry. I'm also studying a MSc in Psychology.

What would you say to others embarking on a programme at Deancross? What is on offer here is different. It's very important to get the right kind of treatment with professionals who are specifically trained to treat Personality Disorder. At times, you may not understand what is happening, and it may even seem unbearable. You may not immediately feel the benefits of the treatment, but for myself, life has continued to improve since I've left treatment.



Grace Wood



Return to Practice



IN 2016, Bedfordshire nurse Debbie Martin, retired from nursing after 31 years. It wasn't the end to her career that she had imagined. Her mother had passed away in a hospice in another part of the country. She had had concerns about the nursing care her mother received, felt disillusioned with nursing and opted to retired. Fortunately for the Trust, and for patients and colleagues, this was not the end of

Debbie's nursing career and she is back!

How many years did you spend in community health/nurse?

I qualified as a nurse in 1985 a long time ago and then became a district nurse in 1991. I moved into various other nursing affiliated jobs and management positions. I retired as a nurse in 2016. My role at that time did not need a nursing qualification.

What made you reconsider your decision? I recognised that I had acted irrationally in retiring as a nurse. I realised nursing was a part of me and therefore wanted to regain that professional accreditation.

What do you think needs to be done to encourage others to return to practice? I think letting people know that it is a very rewarding profession and that it is like riding a bike - you do not forget! You are just a bit rusty but the core skills required to be a nurse you do not forget.

I feel very honoured to be supported to re-instate my qualification. The value of going back to basics cannot be under estimated. Anybody thinking of returning should not feel anxious as they will get all the support they need. Debbie is Associate Director of Community Services in Bedfordshire.

If you are interested in returning to the nursing profession, we would love to hear from you at elft.chsprofessionaldevelopment@nhs.net

Staff Reflect on the Impact of COVID

by Carmel Stevenson
Associate Director of Nursing



Alan Clark was one of these. Tracy described how he rolled up his sleeves and said "Tracy, what would you like me to do?"

Supporting Relatives

She talked about how the team supported relatives, unable to visit their loved ones and using technology so that there was some connection for relatives and service users.

of books, music and games. Staff were encouraged to take their break in this relaxing NOVID area away from the unit. It was a real hit with staff.

Treats

Treats helped immensely. Mr Whippy delivered complimentary cones and other ice-cream during the very hot weather to staff. The Fountains Court team were thrilled to be presented with a huge hamper with the compliments of Captain Sir Tom Moore. This caused great excitement and really raised the morale for both staff and service users.

Supporting Care Homes

Sarah Ellis (OT) from a community team in Tower Hamlets described how she was involved and supported Care Homes with virtual training and how she had to learn how to manage this type of support online, learning how to do break-out rooms, etc. She talked about the anxieties of Care Home staff trying to look after very vulnerable elderly people who were unable to have their family visit and how sad this made everyone feel.

Read All About it - The Newham Chronicles

The Newham Psychology team produced a newsletter called: The Newham Chronicles for older people with memory issues. These went down a treat and were very popular.

This has been one of the most challenging periods in the careers of most staff. So they valued coming together to talk about how it at been and hear the experiences and learning of others.

ALMOST 80 people from Older People's Mental Health services came together at a virtual event to share stories, and discuss and reflect over the last seven months on life during the pandemic. The event was designed to connect up staff from all disciplines across all five boroughs in the Trust and have a safe space to share and support one another.

Loss

Tracy Connellen (Matron) from Sally Sherman Ward in Newham talked about the sad loss of seven service users in a very short period of time and described how she managed and coped with the challenges of having 23 of her staff (almost her entire team) off sick or shielding.

Help From Peers

Tracy described how staff from the acute wards in Newham, and ex staff came to help working tirelessly to support the service users and their carers. Tower Hamlets Matron

Lower Referrals

Dr Hugh Grant-Peterkin gave a detailed account of life in Hackney at Psych Liaison at the Homerton. He said that how quiet services were initially as people were afraid to come in to the hospital. He shared how the team coped and offered their support.

New Challenges

Dina Carr described how her role as the Physical Health nurse for Luton and Bedfordshire had changed and how the Older People's wards stepped up to the challenge of nursing very ill people who were COVID positive.

NOVID Area

Louise Wragg, Matron, transformed one of the pods in the garden in Fountain Court in Bedford into a 'NOVID' area - meaning that once you entered the pod you were not permitted to talk about or even mention the word COVID. The pod was decorated with nice soft furnishings, pictures, a selection



Clinical Associate in Psychology - Film

ELFT is one of the first NHS trusts in England to embark on pioneering apprenticeships in Psychology. The roles will be of interest to people who have a psychology degree and offers a new pathway to a career in psychology. It will also address the need of the psychology profession to attract more people from BAME communities as

prospective Clinical Associates in Psychology (CAPs) will be able to earn while they learn and continue to live locally. Apprentices will be employed to work within our mental health services, will receive regular supervision and training from qualified psychologists and will have one day a week at university. The apprenticeship will last

for 18 months. The Trust has made a short film to explain the new role. Thanks to Dr Ravinder Rana, Patricia Potter, Professional Lead for Psychological Therapies, Grace Newby and Sabena Sattar, prospective Clinical Associates in Psychology for participating in the film.

Why are we talking about **enjoying work** at a time like this?

Do you tend to put your wellbeing aside because there isn't the time or space to focus on it? Or perhaps it seems wrong to you, to be thinking about our own satisfaction at work during a time of crisis.

As ELFT'S Chief Quality Officer, Dr Amar Shah has said, "The true essence of 'joy in work' is about looking after ourselves and those around us, so that we are better able to support our service users. It is about thinking about how we can work better as teams to be more effective and better serve their need".

Now it would appear, more than ever, is a crucial time to start looking after ourselves to improve the care we can give. To do this and to make a lasting difference, testing ideas and measuring the change is the best approach. Read the story of one team who have done this and made a real difference:

Starting a new job can be daunting and stressful. At Tower Hamlets Child and Adolescent Mental Health Services, it was suggested from some reports, their process did not support new staff:

"I've needed to be quite proactive in inducting myself" "I was not expected on my first day" "I was handed 29 cases in week one"

This inconsistent experience was an emotional roller-coaster for new starters. It also meant, whilst they were getting up to speed, service users had a longer wait than necessary for their care.

The team knew something had to change. They developed a strategy, full of change ideas they wanted to test. This included welcome emails, a buddy system, orientation and shadowing opportunities. Their aim was to reduce the huge variation they saw in the rating new starters gave their own inductions and increase the average rating from 7.3 to 8/10.

However, the team struggled to find the time to study the impact of their changes. The pandemic hit and they had to adjust their ideas to suit a virtual working world. Just when the crisis was exhausting the team, two QI coaches joined them, giving them guidance and the energy boost they needed to refocus their efforts. They protected the time they needed to focus on their goal.

Now, feedback from new starters has begun to reveal the impact of the work:

"[The] Induction pack has been useful"

"I was encouraged to think about areas of interest and was given half a day a week for this"

"Plenty of empathy"

"They put on a lunch to introduce me to the service... wow!"

Their new starter checklist has made a difference and though monitoring of its impact in dedicated time slots and with the guidance of QI coaches, they have made a lasting impact.

Ideas to test that could make an impact on your wellbeing:

- Asking staff to rate how their day has been and measuring the changes
- Implementing group activities such as virtual Yoga
- Introducing new communications technology to help bring virtual teams closer
- Starting a 'star of the month' to recognise individual achievements
- Beginning a safety cross to better communicate and measure the occurrence of safety incidents

The same ideas will not work for everyone.

Make lasting improvements that can help you be happier and service users better supported, with the ongoing 'Enjoying Work' learning system. It is a dedicated space to test ways to improve that teams can join anytime, from anywhere,

Give your ideas the best chance of working using quality improvement methodology.

With guidance from Improvement Advisors, QI coaches and other teams that celebrate learning to help achieve goals.

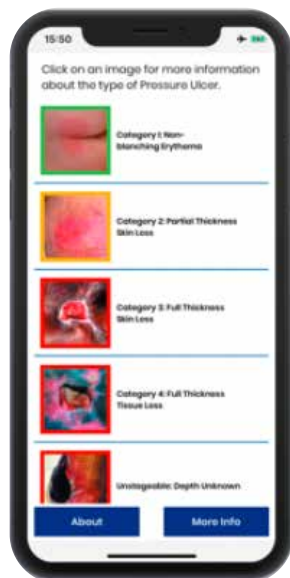
Join the teams who are trying to make real, lasting improvements to their wellbeing, to help give better care to others.

Sign up to an intro session to hear more about the impact you can have.

Search Enjoying Work ELFT



Pressure Ulcer App Launched for Carers Nationwide



CARERS across the country are now able to access a tool designed by a dedicated community matron to help identify and treat pressure ulcers.

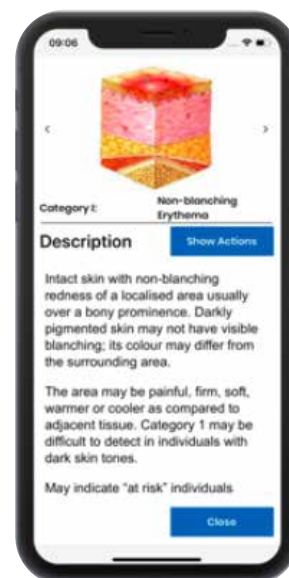
Sarah Stringer, who is part of the Trust's Bedfordshire Community Health Services (BCHS) team, has created a new app to provide a clear, simple educational tool that can be referenced and understood by carers.

Her visual guide is also available on the national NHS Improvement Stop the Pressure website. The project started as part of Sarah's district nursing Master's degree studies and the educational tool was first designed as a laminated leaflet.

The printed and digital versions use a traffic light theme to illustrate different stages of pressure sores.

The focus for Sarah's project has been providing help and support for carers and care home professionals, who support people with the highest risk of developing pressure ulcers. Pressure ulcers cost the NHS more than £2bn a year and the condition is preventable.

"My hope has always been that by working in partnership with colleagues and partner organisations we can make a genuine change, protect the vulnerable and improve their lives and wellbeing by reducing pressure ulcers," said Sarah, who is also a Queen's Nurse.



Eating Disorders Service Early Intervention Funding Boost

YOUNG people in Bedfordshire and Luton with eating disorders such as anorexia and bulimia are to get rapid access to specialist treatment.

Early Assessment Close to Home

NHS England has announced that it will scale up an early intervention service to support young people in the early stages of eating disorders. The investment in the early intervention - First Episode Rapid Early Intervention for Eating Disorders (FREED) - service is part of the NHS Long Term Plan commitment to provide an additional £1 billion a year by 2023/24 to expand and improve community mental health care so adults, including those with an eating disorder, can get earlier access to care, as close to home as possible.

The new service is being rolled out in 18 sites across the country, including through the Trust's Bedfordshire and Luton Adult Community Eating Disorder Service.

It builds on a successful scheme shown to help 16-25 year olds in London, with one patient describing it as 'the gold standard' of care.

Tackling Problems Early

With eating disorders causing serious physical and mental health problems which can last decades, the expanded service will target care to those who have been living with a condition for fewer than three years, to tackle problems before they escalate.

"Eating disorders are not the young person's fault," says Dr Nick Hawkes, Consultant Clinical Psychologist and Bedfordshire and Luton Adult Community Eating Disorder Service Head of Service.

"They are a real illness but the positive news is that with the right support you can really turn the (situation) around and get your life and your happiness back – and be 'you' again."

He added: "Therapy is most effective the earlier you get it. We already offer effective and evidence-based therapy with good outcomes and try to treat everybody as an individual with warmth, respect and working together."

More Responsive

Teens or young adults coming forward who would benefit from treatment can be contacted within 48 hours and with treatment beginning as soon as two weeks later.

The approach is based on a successful model developed and trialled at King's College London and the South London and Maudsley NHS Foundation Trust, with support from the Health Foundation. It reduces wait times and improves patients' outcomes.





New NEDS Appointed

ELFT is to welcome two high profile new Non-Executive Directors.



Richard Carr

The first of these is Richard Carr who will be known to many as the newly retired Chief Executive of Central Bedfordshire Council. Richard has extensive

experience working in the local authority sector. His appointment will enable him to support the strategic leadership and direction of the Trust and build on its patient-centred values. Additionally, he will be able to offer insights into the world of local authorities, and the Bedfordshire and Milton Keynes area.

He is from a family of ardent Arsenal supporters, is a keen swimmer and fosters puppies for a charity that trains them to

work with people with physical and other disabilities. He will start on 1 December 2020.

Professor Dame Donna Kinnair

Our second new Non-Executive Director is Professor, Dame Donna Kinnair, General



Secretary and Chief Executive of The Royal College of Nursing. (RCN) She is responsible for delivering the RCN's strategic and operational plans and promoting patient and nursing interests on a wide range of issues. Donna advised the Prime Minister's Commission on the future of Nursing and Midwifery in 2010 and served as nurse/child health assessor to the Victoria Climbié Inquiry.

She is recognised as a pioneering nurse and

an inspiring leader. Donna will start on 1 January 2021.

The Role of Non-Executive Director

The role of a Non-Executive Director is to bring knowledge and experience from outside walks of life and to represent the voice of the public within the organisation. They provide constructive and appropriate challenge, help develop proposals on priorities, on risk mitigation, on the values and standards of the Trust, and have a duty to uphold the highest standards of integrity and probity.

Mark Lam, ELFT Chair said: *"I am absolutely delighted that Richard and Donna are to join the ELFT Board. They will bring key knowledge and expertise which will enhance and complement the skills of the board, and contribute to our strategic direction and future success."*

Elected Governors 2021

Governor Elections opened in August 2020 inviting members from Luton, Hackney, City of London, and also staff members to nominate themselves. Thank you to everyone who nominated

themselves this year and took part in the voting process. The turnout was excellent with all 10 seats up for election being contested.

Congratulations and welcome to our new and re-elected Governors

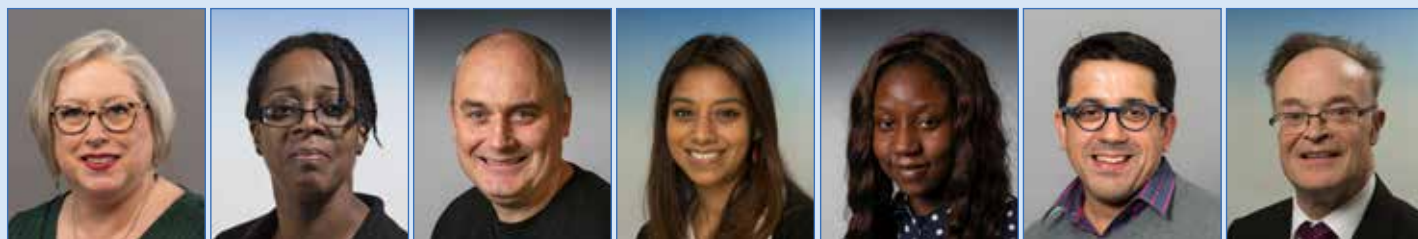
They are:

Jamu Patel – Luton (re-elected)
Paula Williams – Luton (re-elected)
Reno Marcello – City of London

Adam Forman – Hackney
Darlene Dike – Hackney
Caroline Ogunsola – Staff (re-elected)
Mark Dunne – Staff

Tony Isles – Staff
Patrick Adamolekun – Staff
Lilu Wheeler – Staff

Farewell to our amazing Governors



(L-R) Sheila O'Connell - Staff Governor, Mary Phillips - Staff Governor, Julian Mockridge - Staff Governor, Zara Hosany - Staff and Lead Governor, Jummy Otaiku - Hackney Governor, Daniel Victorio - Hackney Governor and Neil Wilson - Appointed Governor for Education

Governors volunteer their time to work with ELFT to represent the views of staff, members and the local community as well as perform their statutory duties, attend Council of Governors meetings, committee meetings and more. Their time and contribution which makes a positive difference to ELFT's services is really appreciated. An online appreciation event was held for our outgoing Governors

Sheila O'Connell (Staff Governor), Mary Phillips (Staff Governor), Julian Mockridge (Staff Governor), Zara Hosany (Staff and Lead Governor), Jummy Otaiku (Hackney Governor), Daniel Victorio (Hackney Governor) and Neil Wilson (Appointed Governor for Education). Trust Chair Mark Lam thanked each Governor for their commitment and positive influence at ELFT.

2021 Meetings for Our Trust Members and Stakeholders

STAKEHOLDER meetings are open to everyone, including our Trust public members, our service users and their carers, anyone from the voluntary sector and anyone else who is interested in keeping in touch with ELFT to keep updated about changes to the services ELFT provides in your local area. Information is shared at these meetings which includes presentations from service teams (previous topics have included Crisis services, Child and Adolescent Mental Health Services, Transformation of Community Mental Health Services, service updates during Covid-19 and more).

Governors provide an update to inform members and stakeholders about how they have been working with ELFT. An open discussion is held which is where you can talk about our services for example let us know what is working well at ELFT and what isn't going so well. Governors represent the views of members, local people and stakeholders, they take relevant issues raised about our services or experience of using our services at stakeholder meetings and communicate these at committee meetings or at the Council of Governor meetings.

Due to the current Covid-19 (Coronavirus) pandemic and in line with guidance on fighting the spread of COVID-19 and in the interests of protecting our service users, patients and staff, at present Stakeholder meetings are being held online via Zoom which is a video conference platform.

The planned meeting dates/times for London, Luton and Bedfordshire (Bedford Borough and Central Bedfordshire) are given opposite.

Bedfordshire (ELFT services provided in Central Bedfordshire and Bedford Borough)

From 3:30pm – 5:00pm

- Thursday 17 December 2020
- Wednesday 17 March 2021
- Wednesday 23 June 2021
- Thursday 30 September 2021
- Wednesday 8 December 2021

London (ELFT services provided in East London, the City and other areas of London)

From 3:30pm – 5:00pm

- Tuesday 19 January 2021
- Wednesday 28 April 2021
- Wednesday 14 July 2021
- Thursday 21 October 2021

Luton (ELFT services provided in Luton)

From 3:30pm – 5:00pm

- Monday 25 January 2021
- Tuesday 18 May 2021
- Wednesday 22 September 2021

Book your place to join your local Stakeholder meetings

If you would like to join your local meeting, please email elft.membership@nhs.net or call 0800 032 7297 so that we can register your attendance and send you the joining details as well as meeting papers. Should meetings return to being held face to face, we will update the details. However please always book your place to attend.

Contact the Governors and Members Office (formerly Membership Office)

If you are not already a Trust member and would like to join, email elft.membership@nhs.net or call us on 0800 032 7297. You can also join online at www.elft.nhs.uk and complete the Membership Area.

If you received this TrustTalk magazine by post, but have an email address, please email us to let us know so we can email the newsletter to you as well as send you details about events and meetings we hold. Please include your full name and address when you email us.

COVID-19 Update - Asymptomatic Testing and ... a COVID Vaccine

AS we go to press, the Trust is in the process of distributing 4000 COVID self-testing kits to patient-facing staff including porters, cleaners, ICT staff - in fact anyone who has contact with patients in the course of their work. Each kit has enough tests for 12 weeks. Staff have to register their kits and submit their results twice a week. This will improve the safety of patients and mean staff can be confident they are not inadvertently transmitting the coronavirus to patients and colleagues.

Planning for the distribution and administration of the COVID vaccine will be our main occupation in December/January. We are working with partner organisations in Bedfordshire, Luton and Milton Keynes, and in North East London, on the huge logistical challenge of immunising our communities. However, wearing masks, handwashing and keeping 2m away from others will still be key for many months to come so remember: Hands, Face, Space.

Introducing Chat Bots to the ELFT Website

WE are introducing a new function to the ELFT website to help people to get answers to simple queries about their care. You may have already seen a Chat Bot in action when buying items online. It is when a box pops up asking if you need help or if you need to speak to a member of sales staff.

Our Chat Bot will work in exactly the same way. People will be able to carry out a number of actions such as confirming their appointment, cancelling or rescheduling it. The Chat Bot will be able to answer other questions such as local bus services, nearby parking, and accept requests for letters or reports.

The Chat Bot won't replace the option of calling the service. Staff will still be available at the end of the phone. But it provides another channel for people who prefer to make arrangements online, and avoid being in a call queue and explaining what they want when they could just as easily do it themselves online.

Security is paramount. People using the Chat Bot will have to provide key information in the same way they would if they were accessing their bank account online. And staff will receive an alert if someone cancels an appointment without making a new arrangement.

The Chat Bot is not designed for use in emergency situations. It is for general actions relating to the management of appointments and information.

Clinical Systems Programme Manager, Simon Fewer, is excited about this next step in patient communications. *"As a modern organisation, we feel we should provide technical options as well as the usual channels to our patients. It shows that we respect their time and want them to be able to complete specific actions quickly and efficiently in order to get on with their day. Many questions can probably be answered quickly by the Chat Bot, perhaps sooner than calling the service. But our staff are always at the end of the phone in the way they always have been."*

ELFT is pioneering this approach alongside Somerset NHS Foundation Trust. A three month trial will launch in January. It will focus of 5-6 services in different areas of the Trust. It will then be evaluated to see how patients and staff found it.

Newham CAMHS Staff Think Creatively



NEWHAM CAMHS have come up with a great solution to help communication and reduce barriers between children, families and therapists who come to the service at York House in Plaistow. The team are trialling the use of a large perspex screen to enhance the experience for families. Service Manager Fiona Stockley explains:

"We are looking to use it for face-to-face assessments and for work where the ability to see the face of the young person or clinician will impact positively on the session and their mental health. It works well here because there are two doors on one side for the family and one for the clinician. Once they are all seated, they can take off their masks."



FINAL WORD from the Chair

I am almost at the end of my first six months as Chair of ELFT. 2020 was not the ideal year to start in a

new role and yet I have been struck by how much I feel part of things here despite the restrictions brought about by the pandemic. I have not visited as many of our sites or met colleagues as much as I would have liked. But I have undertaken a number of 'virtual visits' to services with the Trust Board and have been impressed by the rich variety of services, and the sheer passion of staff to provide good services.

This is undoubtedly the most challenging year the country has faced in decades. I have been impressed by the indomitable spirit of colleagues at ELFT who have worked tremendously hard this year. Sadly, COVID-19 has taken its toll on our local communities. It has shone a light on health inequalities, with a disproportionate impact on minority groups and also the most vulnerable in our communities. We have a role here at ELFT – indeed a moral duty – to lead on reducing health inequalities, which have no place in a civilized society. The team is working on a fresh set of strategies for integrating primary care, mental health, and community health which will go some way to achieving this.

I am proud of the Trust's stance on Black Lives Matter. Racism has no place in our Trust and we take a tough position on this. We encouraged staff to share their personal experiences in 'Race and Privilege' sessions – which were an emotional experience as

people identified with the themes, or put themselves in the shoes of others and felt the weight of the emotions shared. We will continue to listen, learn, and live up to our values.

This year, we bid farewell to a number of governors who stood down. Their dedication and representation of their local communities have made a massive contribution to our Trust. We also warmly welcomed a number of new governors, both from the community and from staff, who are giving their time to ensure that ELFT delivers the best services. I look forward to working with Caroline Ogunsola, a staff member and district nurse by training who has been elected as our new lead governor. She steps into the shoes of out-going lead governor Zara Hosany. I am very grateful to Zara for her longstanding commitment and years of contribution as a governor.

We also said farewell to some longstanding Board directors: Mary Elford and Jenny Kay. Both have been instrumental in ELFT's transformation and exemplify our cultures of mutual respect and compassion. We warmly welcome new Board members, Dame Professor Donna Kinnair and Richard Carr.

I have an overwhelming sense of privilege in being able to serve the people of East London, Luton, and Bedfordshire. I feel proud of the Trust, its values and its people – it feels very special and stands out in the NHS. It has been a year like no other and reminds us of what is important in life. My message to everyone and their loved ones as the year ends and another begins is - to take care and be safe.

Mark Lam