



East London
NHS Foundation Trust

TRUSTtalk

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



Vaccinating our
Local Communities

How Governors Have
Made a Real Impact

Better Health for People
with a Learning Disability

Small Talk Saves Lives

Summer 2021

We care
We respect
We are inclusive



Chief Executive **FOREWORD**

IT is encouraging to see the removal of restrictions on everyday life even though we are not quite out of the woods yet in terms of the pandemic. With our health and social care partners, we are collectively working towards providing as many opportunities as possible to enable people to get their first and second COVID jab locally. We are now focusing on the younger age groups who are now eligible to have the vaccine. Anyone can simply walk into any of the national vaccination centres or you can visit your local pharmacist without an appointment.

We were pleased to welcome the Minister for Vaccines, Nadhim Zahawi MP and the

London Mayor, Sadiq Khan who visited our Westfield COVID Vaccination Centre and spoke to staff and the media about the vaccination programme. We were involved with the North East London Mass Vaccination event at the London Stadium, Stratford, which resulted in 7000 people getting a COVID jab. This was a massive effort by our staff and we attracted a huge amount of media coverage to raise the profile of having the COVID vaccine.

The vaccine does appear to be having an impact on the severity of coronavirus symptoms and reduced hospital admissions. We will closely monitor what happens in September when people return from holidays overseas, and schools, colleges and universities return.

Within the Trust, along with all NHS trusts, our staff will continue to wear moisture repellent masks and we request that anyone visiting our premises wears a face covering. The coronavirus remains highly infectious and we want to reduce all risks to the vulnerable people we care for.

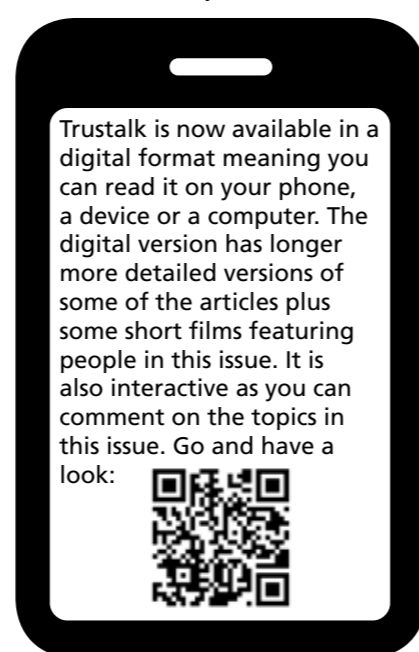
You will see that we are beginning an engagement process to get views on our plans to build a new mental health facility for Bedfordshire and improve some of our existing premises. Although we are only at the start of the process, it is good to be taking

this first step. We have come a long way since inpatient services were provided at The Weller Wing. With the involvement of local people, I hope we will be able to develop safe and therapeutic environments for people with mental health issues to get treatment and care close to where they live, to start their recovery.

Finally, I would like to congratulate Debbie Buck on receiving her British Empire Medal. Debbie was awarded this in the Queen's New Years' Honours.

Summer has arrived but the sunshine is still on its way! I hope you all manage to take a break over the summer to recharge your batteries and recover from the effects of the pandemic.

Paul Calaminus, Chief Executive



Trustalk is now available in a digital format meaning you can read it on your phone, a device or a computer. The digital version has longer more detailed versions of some of the articles plus some short films featuring people in this issue. It is also interactive as you can comment on the topics in this issue. Go and have a look:



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Trust Lead Nurse Receives Queen's Honour



DEBBIE Buck, a lead nurse for practice development in Bedfordshire, received the British Empire Medal (BEM) during a ceremony at Northampton County Hall.

The ceremony was presided over by James Saunders Watson – HM Lord-Lieutenant of Northamptonshire.

Debbie was awarded a BEM in the Queen's New Years' Honours announced in January this year in recognition of her work in response to the COVID pandemic.

Debbie developed a warehouse and formed a team to deliver vital Personal Protection Equipment (PPE) to NHS colleagues to keep them safe and enable them to continue providing vital care and support. She also helped prepare trainers to deliver essential training to NHS staff.

Debbie thoroughly enjoyed the whole experience. She said, "I received the medal in a small ceremony alongside five other recipients and their guests. The Lord Lieutenant read out a summary of the citation, which was a very humbling experience. I received the framed certificate and a boxed medal, which is engraved with my name on the ridge. It was a fantastic experience and one I will remember for a very long time."

Chief Nurse for England Praises Children's Team



Rebecca Daniels, Community Children's Matron with Ruth May

feel empowered and knowledgeable because of the care and dedication that goes into the support we receive."

A parent explained to Mrs May how vital the work of the Specialist School Nurses is.

"I can't praise the nurses and teaching staff here enough. The dedication and effort they have put into helping to get my son and other children back into school, and then supporting them to take a full part in activities, has been phenomenal. My son feels connected and he loves being here."

Four specialist school nurses currently support over 150 children across the borough with profound or complex physical needs in both mainstream and special schools.

Zama Shoji, the Head of the Profound and Multiple Learning Difficulties Unit at Royal Docks Academy said:

"It was a delight to welcome the Chief Nurse of England to our school and have her meet children and staff. We work hard to ensure every child gets access to a broad and varied curriculum, which includes sporting activities such as adaptive rowing and boccia, despite the current challenges of the pandemic. This is all made possible by staff, nurses and parents working together to support our children – team work is essential."

England's Chief Nurse finished her visit to the borough by meeting all the Newham SCYPS nurses at the Trust's Appleby Health Centre in Canning Town.

Mrs May said: "I'm here to say thank you to you all. This last sixteen months has been the most challenging of times, but I've never been so proud to be a nurse and to be working in the NHS. You have kept children and families safe and have worked to give those children the best chance in life."

THE Chief Nurse for England, Ruth May made a visit to the borough's Specialist Children's and Young People's Service (SCYPS) Nursing Team on 10 June.

Her visit included schools where specialist nurses have been working as part of a project team to ensure that children with complex needs can return to school as quickly as possible.

Children that have a tracheostomy, long-term ventilation or complex respiratory difficulties may require Aerosol Generated Procedures to help them breathe. This has been especially challenging to manage in school with the strict enforcement of COVID19 guidance during the pandemic.

Linda Trubshaw, Curriculum Support Teacher explained to Mrs May how important the work of the Specialist School Nursing project team had been to schools.

"Without their expertise and guidance, there are children here who would still be isolated at home. Our link nurse is phenomenal. We have regular contact and all issues are resolved straight away. Staff and parents



COVID Vaccination Programme



ALMOST 7000 people were vaccinated at a pop-up vaccination event which took place at the London Stadium at the Queen Elizabeth Olympic Park on 19 June 2021. The event was aimed at local communities who had the lowest take-up of the vaccine at the time. The event ran from 10:00-20:00 and involved two shifts of staff from all NHS trusts in NE London. It accompanied the announcement that the over 18 age group were invited to attend for vaccination. This was good news for NE London who have a very young population who hitherto had not been able to access the vaccine.

The event triggered a herculean effort from ELFT staff. The Trust's Estates team, led by Director of Estates, John Hill, led on planning, layout and setting up the vaccination area. HR led on the recruitment of staff and volunteers, organising training during the days before the event.

The Pharmacy team set up a pop-up pharmacy in the Stadium and the IT team provided laptops and the IT infrastructure to register and record all attendees. NE London NHS and local authority communication teams pulled out all the stops to spread the word to get as many people signed up for their jab as possible.

There were similar events happening in other stadia in London. However, the London Stadium event drew the lion's share of the media coverage. All the East London Mayors were in attendance, and alongside ELFT Chief Medical Officer, Dr Paul Gilluley, appeared on media channels talking about the importance of getting vaccinated.

Hundreds of staff and volunteers gave up their Saturday to make this event a success and get thousands vaccinated. We are indebted to everyone involved for the intense work required in the lead up to the event, as well as on the day.

Below, Chief Executive Paul Calaminus rolled up his sleeves and worked as an administrator to register the queues of people.



Working To Save Lives

Vaccine Minister & London Mayor Sadiq Khan Thank Westfield Vaccination Centre Staff



THE Mayor of London, Sadiq Khan and the Vaccines Minister, Nadhim Zahawi made a visit to ELFT's Westfield Vaccination Centre on 25 June.

They were in Stratford to convene at the London Vaccine Summit, a roundtable event where they were joined by NHS officials, health, community, faith and business leaders to take stock of the vaccine rollout and to help ensure the continued acceleration of the programme.

The Minister and the Mayor took the opportunity to visit ELFT's Vaccine Centre in order to see the centre in action and to thank staff.

ELFT's Chief Medical Officer Dr Paul Gilluley and COVID-19 Vaccinations Programme Manager Janette Clark introduced the Mayor to the Centre staff. Dr Gilluley said: *"The staff here are the crème de la crème. They built this Centre up from the start and the gratitude that people show upon being vaccinated is fantastic. I'm so very proud of them."*

Senior Clinical Team Manager Chika Ezeagu told the Mayor: *"I'm so glad to be here. This is such an important job and I'm working with a great team here."*

Vaccinator Joanna Fuertes said: *"I have learnt so many things since I started working here. I'm so grateful to be given this opportunity to help keep people safe."*

The Mayor thanked the assembled staff for all their hard work and said that they should be incredibly proud of the part they are playing to save lives. Reflecting on the Mayor and the Minister's visit to the Centre, Dr Gilluley said: *"The staff here have done so much, but there is still some way to go yet. I urge anyone that has not yet been vaccinated to book online for an appointment now. There are hundreds of convenient locations. Get both jabs and help to protect everyone in our community."*

Visit <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/> to book a vaccine appointment.

Make Every Contact Count
THE Trust has been urging staff to have a 'Vaccine Conversation' with every patient/SU they see in the course of their work, whatever the reason. With staff seeing thousands of people every week, they are in a unique position to speak to them about the importance of having the COVID vaccine and provide the link to the national booking system.

Long COVID

HAVE you had Coronavirus but feel you have still not really got back to normal? Do you feel tired all the time, have a high temperature, breathlessness, cognitive impairment (brain fog), and generalised aches and pains? Many people feel better in a few days or weeks after contracting the virus making a full recovery within 12 weeks. But for some people, symptoms can last longer. If this is how you feel, make an appointment to see your GP to exclude any other causes or reasons for why you feel like this.

Reinforcing COVID-Safe Behaviour

ELFT staff will continue to wear masks, Personal Protective Equipment (as needed) and keep 2m away from others where possible.



Any visitors to ELFT premises will need to wear a face covering, sign in and follow one-way flows where these exist.

It is advisable to follow these measures outside of work too to minimise the risk of contracting the virus especially when inside in enclosed spaces with others.

The importance of regular handwashing or use of handgel cannot be under-estimated. Especially after using public transport, touching door handles, rails, cashpoint buttons, lift buttons, and other such surfaces to keep everyone safe.



ELFT's Global Health Partnership Providing International COVID Support

Although coronavirus rates have reduced considerably here in the UK, reports from India, Brazil and other countries are concerning.

THE Trust's Global Health Partnership team have been providing support to partner countries to help them tackle the local challenges of the spread of coronavirus.

Mental health care has taken a back seat as the priority has been, understandably, to address to ravages of the virus. But in times of crisis, the ability to cope mentally in the absence of the usual support and strategies can be profound. The Global Health Partnership (GHP) team therefore adapted and (with permission) developed a series of country-specific COVID-19 training sessions for mental health services.

Online Mental Health Training Sessions

These sessions have been run in various settings for staff across Uganda and Somaliland, and a pilot took place in Bangladesh. Health Education England requested sessions over a variety of settings in Ghana, and the team undertook focused sessions for mental health services in Mexico. The demand snowballed leading to coverage of an additional 11 Latin American countries.

Joining With Others

During 2020, the team supported Oxleas NHS Trust to develop a new Global Health Partnership with Kenya. Separately, the ELFT GHP also partnered with Technion University in Haifa and Egerton University in Kenya for a research proposal to mitigate the mental health effects of COVID-19 in Kenya.

New Programmes

ELFT's Global Health Partnership have made a number of applications for UK public health service funding to further develop existing partnerships with Uganda and Bangladesh, and new programmes with Vietnam, Lesotho and Ghana. We are to join with Tropical Health and Education Trust (THET) funded by UK Aid Direct to support the refugees in the West Nile region of Uganda (the largest refugee community in Africa and third largest in the world).

Dr Nick Bass, Consultant Psychiatrist in Tower Hamlets said, "In April, the Foreign, Commonwealth and Development Office announced all planned and even successful grants were cancelled. So we are urgently reviewing projects with all existing and new partners to explore options to try to keep projects developing as best we can. The cuts to the Government Overseas Development Assistance is devastating news. We will be working closely with THET, Health Education England and other NHS global health partnership colleagues to seek clarity on the Government's overseas development assistance and explore other avenues for support."

Anyone interested in knowing more about ELFT's Global Health Partnership and its work can look here: <https://www.butabikaeastlondon.com/> or contact Edmund Koboah to find out how to get involved: e.koboah@nhs.net

The Mayor of London Shines a Light on Trailblazing Tower Hamlets Tigers FC.



THE Tower Hamlets Tigers FC are featured in one of a series of short films made by the Mayor of London, Sadiq Khan to celebrate the power of football and to commemorate the Euro 2020 Championship.

The Mayor's film series focuses on a cross-section of London's vibrant and diverse communities that are joined together by more than football.



Small Talk Saves Lives



RACHEL Luby, Senior Mental Health Nurse with Network Rail has been involved in a series of engagements as part of the Samaritans 'Small Talk Saves Lives' campaign. The Samaritans launched the campaign in partnership with Network Rail, British Transport Police and the wider rail industry. The campaign aims to encourage people to start chatting to individuals they suspect might be low, depressed, suicidal or contemplating serious harm to themselves. Simply making a comment or a light-hearted intervention can distract, disrupt negative thinking and bring people back from negative thoughts.

Rachel joined with Samaritans volunteers and colleagues from Network Rail Anglia and the City of London Mental Health Triage team at Liverpool Street station to talk to travellers about their mental health.

She said, "People were surprisingly willing to open up and take a few moments to talk about their

mental health. Areas of discussion included feelings of loneliness as a result of COVID and not being able to see family or friends; joblessness/redundancy and anxiety around getting a job; deterioration of physical and mental health during lockdown; concerns about the mental health of family and friends; access to mental health support for BAME communities and that talking about mental health being viewed as taboo."

The Samaritans train thousands of rail staff in suicide prevention every year. They encourage staff to notice if someone is at risk and to start a conversation by asking a simple question. Below are some of their suggestions:

Noticing Signs That Someone May Need Help

- The person is standing alone or in an isolated spot
- They look distant, withdrawn or upset
- If they are at a train station, staying on the platform for a long time without boarding any trains that stop
- Trust your instincts. If you feel something isn't quite right, try and start a conversation.

How to get Started

It can be hard to know how to approach someone who needs help. A simple question or observation can be all it takes to interrupt someone's suicidal thoughts. Here are some tips on how to get the conversation started:

- Ask if they are okay, or if they need help
- Make a comment on the weather
- Ask for the time
- Ask if they know where you can get a coffee
- Introduce yourself
- Ask their name

Many customers thanked the team for holding the event and showing that people care.

Asking for a Friend

WHAT should I do if I see someone in my street exhibiting symptoms of a mental health crisis or who looks like they are deteriorating mentally. Behaviour such as talking to themselves, laughing or shouting, and not being aware of the dangers of traffic, etc.

If the person is not interfering with anyone else or causing any disruption, there is probably no need to intervene. If however, the person is endangering themselves by wandering into traffic, it is advisable to call the police on 999. You should not put yourself at risk to get the person to safety and you should avoid confrontation. Use your judgement depending on the situation to gently speak to the person and advise them to be careful. But the best course of action is to get them to a mental health crisis service for help - which the police will be able to do.

Befriending Service

THE ELFT Befriending Telephone Service is seeking new referrals from clinical teams, for service-users who are currently not in crisis.

Friendly, trained and DBS-checked Befrienders are service-users themselves, and are therefore ideally placed to offer a once-weekly, one-hour check-in, to help ease loneliness at this challenging time.

Contact: ELFT.Befriendingservice@nhs.net



ELFT is Accredited as a Veteran Aware Trust



THE Trust has been named a Veteran Aware Trust in recognition of its commitment to improving NHS care for veterans,

reservists, members of the Armed Forces and their families. The accreditation, from the Veterans Covenant Healthcare Alliance (VCHA), acknowledges ELFT's commitment to a number of key pledges, including:

- Ensuring that the Armed Forces community is never disadvantaged compared to other patients, in line with the NHS's commitment to the Armed Forces Covenant
- Training relevant staff on veteran specific culture and needs
- Making veterans, reservists and service families aware of appropriate charities or NHS services beneficial to them, such as mental health services or support with financial and/or benefit claims
- Supporting the Armed Forces as an employer

ELFT is now one of 83 members of the VCHA and is part of a growing number of NHS Trusts gaining this accolade.

"It has been a real pleasure to work with all our partners especially those for the armed forces community to gain our Veteran Aware Trust status," said Jane Kelly, ELFT Clinical Lead for Veterans.

"We have achieved the standards required by ensuring that the veterans' voice remained central to all the decisions we made and taking this inclusive approach forward in the veterans' triple aim project. I absolutely enjoy this work stream and feel honoured to continue to take it forward and improve the life of those who have served."

"For most veterans, the transition from a life in the forces to one on 'civvy street' is fairly straight forward," said John Phillips, Bedfordshire and Hertfordshire coordinator for Project Nova. This charity initiative run in partnership with RFEA – The Forces Employment Charity and Walking With The Wounded, designed to offer tailored support to veterans who find themselves at risk of offending.

"Sadly, for some, this journey is more difficult, with a small number facing challenges such as housing, debt, drugs and alcohol addiction, or physical and mental health issues."

"Finding sustainable and meaningful support for veterans can be key in helping them lead a meaningful and law abiding life, so we are delighted to have been able to offer our support to ELFT so they can encourage more ex-servicemen and women to declare their experiences to GPs, as well as help them find careers in the NHS."

Introducing Ali, the Virtual Assistant

AT the beginning of July, we launched the pilot of an exciting Virtual Assistant feature on our website, which will use artificial intelligence to help connect service users with staff. 'Ali', the Virtual Assistant will appear on the webpage for three of our services: The Psychotherapy Department (City and Hackney), Newham Child Development Service and Dunstable Community Mental Health Team.

When you type into the textbox on these pages, the Virtual Assistant will use artificial intelligence (which basically means learning and problem-solving) to respond to your queries. You can view, cancel or change an appointment easily and quickly, without even picking up the phone! But if you do prefer to call a member of staff, they are there as they always have been. You just won't have to listen to the same piece of music for quite as long on hold!



Using Technology to Improve Services

In the next couple of months, approximately £600 million will be spent in the NHS on rescheduling NHS appointments as the country recovers from the pandemic. Virtual Assistants have proven to reduce the operating costs typically associated with appointment management and admin, improve quality of care by using staff time better, increase patient involvement and satisfaction. By working on this new pathway, ELFT is prioritising service user care and is becoming a frontrunner in the digital transformation of the NHS. Find out more on the ELFT website: https://www.elft.nhs.uk/News/virtual_assistant or email shona.richards@nhs.net

Warning About COVID Scams

UNFORTUNATELY, a number of scams abound about vaccine passports, bogus deliveries, bogus bank emails about unauthorised activity, etc. Do not click on any links. Contact the organisation directly yourself. Share with others to avoid criminal activity.



Early Support to Transform Lives



NARENZA Dhanasar is a Registered Mental Health Nurse who has spent a large part of her nursing career working in primary care supporting homeless people. However, in January 2021, she took the unusual step of leaving the team at Health E1 Homeless GP practice in Tower Hamlets and she now works in the Newham Child and Adolescent Mental Health Service. Trusttalk caught up with her to find out what prompted her to move to a completely new specialism.

How did you come to work with homeless people?

I started my mental health nursing training in 2006 and qualified in 2009. It's a career that is challenging, interesting and makes a difference in peoples' lives on a daily basis. The homeless population is very complex and I realised with the right support and help, people can go on to lead fulfilled lives.

What were the highs and lows of working in this field?

It was overwhelming at times. Individuals were hard to engage with. They had no phone, they had disrupted lives, and they had a high level of need. They had physical issues, social issues, mental health issues and often drugs and alcohol problems.

Many had become homeless through unemployment, not able to pay rent and bills, domestic abuse, and trauma. In the six years

I worked at Health E1, I learnt that you have to be patient and compassionate. Homeless people know when you care and will respond and engage.

Together, you have to break through the cycle, diagnose, treat and then move on to other aspects of life. Shelter is key. Someone I will never forget is a drug user who had been homeless for years. Eventually he was housed in a hostel and tried to stop using. He managed to do voluntary work for distraction and got involved with others doing gardening. Within 12 months he got his own tenancy. It was the right time for him. Today, he leads a very different life. Such stories are important as homeless people have a short lifespan with many only living up to the age of 45 years old according to research, but change is possible. The team at Health E1 works very hard to ensure their needs are met. There are remarkable staff at the practice - no one ever wants to leave!

What made you decide to move to working with young people?

I kept coming across a recurring theme. You would work with someone, help them to take control and deal with trauma and experiences causing issues in their life. And when on a more even keel, they would say... if only someone had intervened when I was young, things would have been very different for me. It really touched me. I found myself thinking – where could I have the greatest influence? Where could my skills best be used?

What have been your impressions working in CAMHS?

I have been struck by the wealth of experience and expertise in the team. There are 130 staff bringing so many different perspectives. I have such respect for my colleagues. I'm in the right place and I am grateful for this opportunity to try different things.

What do you hope that you can personally contribute to families?

I currently work as a Nurse

prescriber across two teams. I am in the Neuro Developmental team that supports young people with Attention Deficit Hyperactivity Disorder, Autism, etc. They are a complex group; they may not be verbal; they may have severe emotional development issues. In the Emotional and Behavioural team, I work with patients who may present with depression, anxiety etc. It is quite rewarding to work with these families to support them and find a way forward.

What types of issues do you see young people dealing with which are mirrored in the issues you saw working with people who were homeless?

They may have issues socialising with others, social anxiety or be very anxious. This makes them want to withdraw and they end up feeling lonely and isolated. Issues often impact on siblings and other family members. You have to work with parents to enable them to understand how their child relates to the world, to accept that their child needs help, that there is no shame in this and that CAMHS can give them the skills to help their child to thrive.

How do you switch off after work?

My son and husband help me to completely switch off with their support and love. Also, Newham CAMHS have a really good culture – no one sends an email after 5pm. I started a Masters in Advanced Clinical practice (mental health) in January 2021 and my new job in February 2021 so I have to do most of my studying in the evenings. I have to be organised! But my move shows that as you grow and change in the NHS, you can explore your interests and bring your experience to new roles. Most of us will not have the same job throughout our professional life. Who knows where I'll end up next but for now – working with young people and families is where I am at!

<https://camhs.elft.nhs.uk/>



New Pharmacy Role for Mental Health Transformation Programme



SPECIALIST Mental Health Pharmacist Matthew Lines and his team of mental health

pharmacists have joined the mental health neighbourhood teams set up as part of the East London Community Mental Health Transformation Programme. Here, Matthew shares the changing and exciting nature of his role, why he feels pharmacists play a key role in mental health services, and his hopes for better service delivery for patients.

I joined ELFT in July 2020 as the sole mental health pharmacist working within the East London Community Mental Health Transformation programme. Over the course of the year our team has expanded, and in the next couple of months we should have a mental health pharmacist in place in each of ELFT's boroughs, as well as a pharmacy technician working within Tower Hamlets as part of a novel pilot project.

We work together as part of the newly formed mental health neighbourhood teams, supporting

service users to maximise benefit from their medications, and providing specialist knowledge to our colleagues in primary care.

My day is varied but will typically involve contribution to multi-disciplinary team meetings across the three boroughs, consultations with service users to discuss their medication, and answering queries from colleagues.

The Transformation Programme has allowed our team to reach service users in primary care; previously, specialist mental health pharmacy support has only been available within inpatient facilities. We can provide timely access to care where service users are struggling with medication or would like further information on their treatment.

Whilst mental health medications can help people with severe mental illnesses immeasurably, these treatments can carry a significant side effect burden, they may be difficult to withdraw and can result in prescription cascades where adverse effects are treated with a succession of further medications. Discontinuation of these medications can be overwhelming for service users and, to compound this, general healthcare practitioners can lack the specialist

knowledge or confidence to alter treatment regimens, leaving many patients overprescribed and remaining on medications for years.

The opportunity for us to spend concerted time exploring service users' experiences and perceptions of medication, has allowed us to make proactive, collaborative and positive changes to medication regimens and support those we care for. The opportunity to constantly question how we have previously delivered all aspects of care, to tackle complex issues, and to focus on redesigning our services based on our users' needs has been a unique experience for me.

There are still a lot of challenges to unpack within the programme, and as it expands geographically in the coming months, I anticipate there will be issues in adapting to new ways of working and maintaining capacity, especially in the context of increased mental health needs resulting from the COVID-19 pandemic. However, I believe the expertise, flexibility, and passion for care that our newly formed ELFT teams have shown already will help to redress any problems as they arise.

Better Environments, Better Care

COLLEAGUES, service users, carers and other members of the public are to be asked for their views on a vision to modernise inpatient mental health care across Bedford Borough, Central Bedfordshire and Luton.

Programme partners ELFT and Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group (BLMK CCG) believe that care can be improved through a programme that includes building a new £60m mental health hospital at Bedford Health Village and investing £10m in redeveloping existing inpatient services in Luton.

Care is currently provided across four sites – five including London – and includes standalone, isolated units at Oakley Court in Leagrave, Luton and Townsend Court in Houghton Regis.

The vision is to move to two centres of excellence – Bedford Health Village and the Luton Centre for Mental Health adjacent to the Luton & Dunstable Hospital site - meaning people who need inpatient care can be

admitted close to where they live. Community mental health services are also being developed to prevent people needing admission in the first place.

The new hospital in Bedford would also provide the first long-term inpatient site for children and young people in Bedfordshire, Luton and Milton Keynes.

A 'case for change' document is due to be published any time now to explain why health leads think these proposals would be a good idea and the public will be asked for their views before the programme is taken forward.

"We want to develop community and inpatient mental health services that deliver the best possible outcomes for the children and young people, adults and older adults that we serve," said Richard Fradgley, ELFT's executive for integrated care.

Contact elft.modernising_inpatientcare@nhs.net for more information.

Supporting the Health and Wellbeing of People with a Learning Disability

RUTH Cooper, is ELFT's Operational and Strategic Lead for Learning Disability. Below she provides an overview of the latest developments in services for people with a Learning Disability. ELFT provides Learning Disability Services in all our localities: Newham, Tower Hamlets, City and Hackney, Luton and Bedfordshire. The teams are managed as part of either adult mental health services, or Community Health Services for each borough, so do not come under one Directorate. Part of Ruth's role is to support and connect all the teams to enable sharing and learning to happen, as well as building population based outcomes, to report into Directorate Management Teams. In order to do this, she, alongside the Clinical Director and colleagues from the Trust QI Team, have established a Learning Network.

What is a Learning Network?

We have established this as a 'community of practice'. We are working with the Quality Improvement team to measure the impact of this and evaluate its effectiveness through joined up workstreams involving all four teams. Ostensibly, it is a forum for skill sharing, to share projects, and to avoid re-inventing the wheel. Workstreams include learning from Learning Disabilities Mortality Review (LeDeR), Race and Privilege and a Learning Disability Nurse forum. All the Learning Disability teams are slightly different. Two have been integrated with local authority teams and two operate solely as NHS teams whilst working closely with colleagues in their local council. They serve different populations too so have developed differently over the years to support their communities.

How do you measure the impact of interventions by the team?

It is not always easy to measure successful outcomes with this service user group as there are so many factors that impact on an individual's health. Our mission is to ensure that people with a Learning Disability have equitable access to healthcare as the wider community do, and that means working with them and their carers, supporting them with information and decision-making that hopefully improves their health and quality of life.

In what ways?

An example of this is having a cervical smear – a procedure that most women do not relish but undergo for their wellbeing. If early signs of cervical cancer are found, it enables early treatment to take place with very good outcomes. But if you have a Learning Disability, the whole process can seem frightening and overwhelming. Recently, one of our female service users was supported to have a cervical smear test. This involved explaining it carefully to her, attending the GP surgery for her to meet the practice nurse and see what was involved, and then going away to think about it all. It took time but with reasonable adjustments and person centred care from the LD team and primary care, she was able to have her smear and her health is all the better for it.

Population measures

We are looking at population-based interventions and outcomes too. There are high level indicators in the NHS Long Term Plan which sets out expectations about lower rates of hospitalisation for this group, through better monitoring of their health. We want service users to be equal partners in planning their care.

There are national drivers such as STOMP which stands for Stopping the Over Medication of People with a Learning Disability and/or Autism. Our service users can be prescribed medication (without a relevant mental health diagnosis) in response to their behaviours that challenge but some drugs can make them weary, put on weight and affect wellbeing.

Impact of the Pandemic

The challenges faced by people with Learning Disabilities and their families during the pandemic have been formidable. There were a high numbers of deaths so we were determined that when the COVID vaccine came along, that our service users were prepared and able to have the vaccine.

The vaccination work that all the teams have been involved in has been immense, from booking people in to have vaccinations, talking with service users and their families and carers about the vaccine and its benefits and effects, and also actively administering the vaccine itself.

The impact on staff has been significant in the sense that people have felt that they are working towards reducing the risk to people with learning disabilities from COVID-19 after the losses that service users, families, carers and teams have experienced.

Looking after minds as well as bodies

Individual teams created their own wellbeing measures with arts therapies and psychology being instrumental to supporting activities and giving people space. Sessions included mindfulness, breathing exercises, talking space, TikTok videos and even a Proclaimers Flashmob! There have also been virtual book clubs and knitting groups to help everyone keep in touch.

Are you enjoying your role?

Yes I am. It's a new role so there is no blueprint. I feel the role has helped to raise the profile of the needs of our population. Sadly, the impact of COVID also did that too but it pushes us to ensure that going forward, we continue to support our service users to have fulfilling and healthy lives.





Online Staff Thank You and Tribute Event

AN online ELFT Thank You event took place on 25 June to thank staff for all they have done during the pandemic and continue to do. The event included filmed messages from local MPs, local leads, service users groups thanking staff. And premiered a new song from the #ELFTin1Voice choir written and performed by staff and service users. It was a chance for Paul Calaminus and other executive directors to personally thank staff and share their reflections.

Simon Stevens, the then Chief Executive of the NHS, also recorded a special message to ELFT staff. He said, "This has been one of the most demanding and difficult years of anyone in the health service. Thank you for playing your part in a year that none of us will want to remember but frankly, none of us will ever forget."

Remembering Staff Who Have Died

Part of the event featured tributes to 13 ELFT staff who sadly died during the pandemic from COVID and other health conditions. A tribute to each was read out by a colleague from their team or service. These were moving and provided an opportunity for colleagues from other services to share supportive messages and condolences.

Dr Mark Adler
Dorcas Amedzekor
David Amery
Ashok Beeharree
Sadeo Bhurtun
Gavin Campbell
Dr Fowad Choudhury

Abdul Dalvi
Diane Darbon
Dr Shaun Gravestock
Josephine Herry
Ade Sanusi
Mark Thornhill

From the feedback received, staff really appreciated the opportunity to come together to reflect on the past 15 months and what it has meant for the Trust as a whole:

"It was very moving, very heart warming and to know we make a difference to the population we serve is so encouraging to us all."

"Very moving tributes, sincere condolences to all teams and families."

"Thank you to ELFT for putting this on and the tributes to those who have passed - they will not be forgotten, may they rest in peace. ELFT is full of amazing people."

"May you find solace in good memories. Thanks ELFT for this wonderful service."

"Listening to the tributes makes you realise that we have not only lost colleagues but in fact friends. We spend so much time together at work that you don't realise just how much a person means to you until they have gone. I wonder if we recognise just how much enrichment we bring to each other's lives."

"We needed this event today. May everyone lost RIP and everyone left behind find comfort. We mean so much to each other and must make the most of each day and be thankful."

"Beautiful and touching tributes to all the staff we have lost, but shall never forget."

"Thank you to all who have been involved in the planning and delivery of this event - truly wonderful, needed and appreciated."

Trust Nurses Represent ELFT at Opening of National Memorial Garden



Pictured: Community Nurses: Olaoluwa Ojuolape, Nike Bademosi and Emma Robinson
Three nurses from Community Health Services joined the Mayor of London, Sadiq Khan, when he opened the new London Blossom Memorial Gardens in the Queen Elizabeth Park at Honour Lea. The service honoured NHS staff who have died during the pandemic.



Thank You Card and Commemorative Badge for Staff



THE Trust has sent a Thank You card to all staff along with a keepsake badge to commemorate their contribution to healthcare throughout the pandemic. The card, signed by the CEO, Chair and Lead Governor, acknowledges the profound impact of the pandemic on their lives, personally and professionally. The card was designed by a CAMHS service user from Bedfordshire.

put into words the immense pride we feel for our staff. You have done all that we have asked of you and much more. You have adapted, been flexible, change roles, changed what you wear, changed your routines, and pushed your own fears down to be able to function at work. We know of countless stories of staff going the extra mile. Whatever your role, you have given your all to ensure that the vulnerable people we care for have been supported. But best of all, you have looked after each other as carefully as you have looked after others. We will continue to find ways to express our thanks to you. Please find enclosed a thank you badge which is an emblem of your contribution during the pandemic. You have been part of history. This episode is a part of our careers that none of us will never forget. We are changed. We have learned. We have grown. Thank you."

Staff appreciated receiving the keepsake with one saying: *"I just want to say the thank you card and badge were such a pleasant and kind gesture. I will certainly wear my badge with pride!"*



The wording inside the card reads:
"The last 15 months have presented an enormous challenge to health and social care services. It is hard to

Supporting Staff to Deliver the Best Care



IT is important that ELFT does all it can to support the needs of staff. We know that a happy and motivated workforce helps to ensure great care for our patients and service users.

Staff campaigns

As part of the Trust's Respect and Dignity at Work campaign, and COVID, Race and Privilege work, Tanya Carter, Chief People Officer at ELFT, recently went on camera to talk about the Trust's performance in the WRES* (Workforce Race Equality Standard) and her pledge (set in 2020) to reduce structural inequalities.

Continued efforts

Work is continuing throughout the Trust to ensure that staff, irrespective of background, have access to the same opportunities as everyone else.

What is the WRES?

The NHS Equality and Diversity Council announced on 31 July 2014 that it had agreed action to ensure employees from black and minority ethnic (BME) backgrounds have

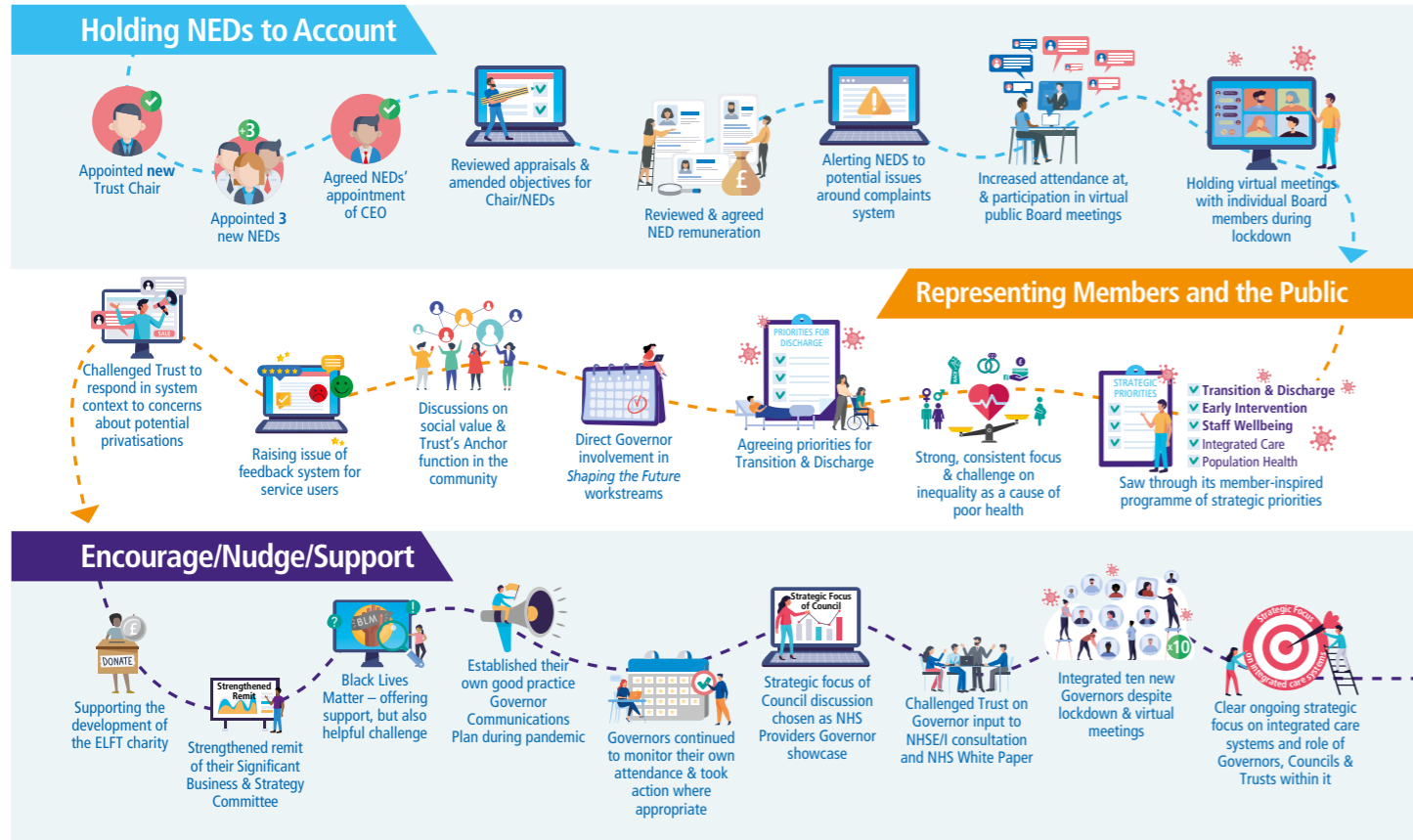
equal access to career opportunities and receive fair treatment in the workplace.

This is important because studies show that a motivated, included, and valued workforce helps deliver high-quality patient care, increased patient satisfaction and better patient safety.

In April 2015, after engaging and consulting with key stakeholders including other NHS organisations across England, the WRES was mandated through the NHS standard contract, starting in 2015/16. Since 2017, independent healthcare providers are required to publish their WRES data.



Impact Review 2020/2021



Governor Elections 2021 - Our Governors Make a Big Difference

OUR Governor Elections opened on 21 July. If you are passionate about influencing and improving your local mental health and community health services, you have time to attend meetings and can represent the views of your local community and our staff, then we hope you have nominated yourself.

Governors are very important to our Trust. They play a central role in improving services, advising the Trust about the needs of staff, service users and the community. They hold our Non-Executive Directors to account and inform our strategies and future plans. There are 45 Governors in total and together they form the Council of Governors which has specific responsibilities. You can see some examples of how our Governors have made a real impact at ELFT by looking at the infographic above. Nominations closed on 18 August and elections for contested seats will be held for the following Governor vacancies:

1. Bedford Borough: one vacancy
2. Central Beds: one vacancy
3. Hackney: two vacancies
4. Luton: one vacancy
5. Newham: three vacancies
6. Rest of England: one vacancy
7. Staff: two vacancies
8. Tower Hamlets: three vacancies

ELECTION TIMETABLE	
Notice of Election / nomination open	Wednesday, 21 Jul 2021
Nominations deadline	Wednesday, 18 Aug 2021
Summary of valid nominated candidates published	Thursday, 19 Aug 2021
Final date for candidate withdrawal	Monday, 23 Aug 2021
Notice of Poll published	Wednesday, 8 Sep 2021
Close of election	Monday, 4 Oct 2021
Declaration of results	Tuesday, 5 Oct 2021

Voting

As a public ELFT member living on one of the areas with a vacant seat, or staff member, you choose who will be elected as a Governor(s). During the voting process which starts on 8 September 2021, election statements of candidates will be sent to cast your vote. Your vote does make a difference. Please vote before the close of the election date (shown above).

If you have any questions about our Governor Elections, contact the Governors and Members Office at elft.membership@nhs.net or call 0800 032 7297.

Register to Join Your Local Virtual Members and Stakeholders

These meetings provide our members and stakeholders (service users, carers and anyone with an interest in our services) the opportunity to receive regular and latest updates about the services ELFT provides in your local area. You can also ask questions of our staff and service Directors at these meetings and share your views.

Due to maintaining safety for our staff and members/stakeholders during the pandemic, these meetings will be held virtually.

Our next scheduled meeting for Luton is on 22 September. For this meeting to go ahead, we hope to have at least 10 people register. If you live in Luton, join either via video call or you can dial in to the meeting using your telephone or mobile, to register, please call 0800 032 7297 or email elft.membership@nhs.net.

If we do not have the minimum number of 10 people register for the Luton meeting, we will hold a joint Bedfordshire (Bedford Borough and Central Bedfordshire) and Luton meeting on 30 September.

To join any of these meetings please email elft.membership@nhs.net or call 0800 032 7297

Luton Members and Stakeholders' Meetings
3:30pm – 5:00pm
Wednesday 22 September 2021

London Members and Stakeholders' Meetings
3:00pm – 4:30pm
Tuesday 2 November 2021

Bedfordshire (Bedford Borough and Central Bedfordshire) Members and Stakeholders' Meetings
3:30pm – 5:00pm
Thursday 30 September 2021
Wednesday 8 December 2021

Do you have an email address?

Trusttalk has been posted to you because we do not have a current email address for you or a valid email. If you have an email address, please email: elft.membership@nhs.net with your full name and address. By providing us with an email address, you will help us to save on printing and postage costs.



FINAL WORD from the Chair

THE Health and Care Bill 2021-22 has had its second reading in the House of Commons and is at the Committee stage in its journey to becoming enshrined in law as the way health and care are provided in the UK.

It aims to make the NHS less bureaucratic, more accountable, and more integrated. It will also incorporate lessons learnt from our handling of the pandemic.

The Bill will make Integrated Care Systems (the joining of NHS organisations with local authorities) statutory, formally merge NHS England and NHS Improvement, improve data sharing, and make changes to procurement and competition rules relating to health services. It includes a proposal to give the Secretary of State for Health and Social Care powers to direct NHS England and to decide how other health services are organised.

The Bill aims to remove outdated legal barriers to joined-up working between GPs, hospitals, and community services to enable closer working to tackle health inequalities and speed the recovery of care disrupted by the COVID pandemic. You can read the draft bill for yourself here: <https://bills.parliament.uk/bills/3022>

I'd like to thank everyone who joined in our recent Big Conversation to help us to consider what our priorities and focus should be over the next five years. We will digest all the feedback received and work on developing our new strategy over the summer. We hope to present this at the Annual Members Meeting in October.

We held an online Thank You event for our staff at the beginning of the summer. It is so important to convey to our staff how amazing they have been during the pandemic and to continue to let them know how valued and appreciated they are. It was also a chance to pay tribute to staff who have sadly died during the pandemic and acknowledge their contribution to the work of the NHS.

Finally, I hope you will be able to join us at our online Annual Members Meeting/Annual General Meeting on 12 October 2021 from 16:00-17:30. I look forward to seeing you there to reflect on the year and look at what is in the pipeline going forward.

Mark Lam

ANNUAL MEMBERS/ GENERAL MEETING

Tuesday 12 October 2021
4:00pm - 5:30pm



Theme: Learning From COVID

Reflections from key services about the experience of providing care during the pandemic, what they have learnt, and what they will take forward

This meeting will be online.
Scan the QR code to book your place or email:
elft.membership@nhs.net
or call 07971657703



AGENDA
Chair: Mark Lam
CEO Overview of 2020-2021
Governors' Report
Finance Report
Launch of ELFT's New Strategy
Your Questions



East London
NHS Foundation Trust