

TRUSTtalk

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



Hackney Homeless
Christmas Fair

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HSJ Awards

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The Gardening
Project

.....
ELFT Charity

.....
Members Survey

.....
Winter 2022



We care. We respect. We are inclusive.

Trusttalk 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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Chief Executive FOREWORD



Paul
Calaminus

IN this issue of Trusttalk, you will see that a number of our staff have won national awards. I would like to congratulate our Chief People Office Tanya Carter on winning the HPMA's Human Resource Director of the Year, and her team for following this up by winning the Human Resources Team of the Year Award too. The London Pathway Partnership Programme was announced as the first-prize winner at the 2022 London Homelessness Awards, and Bedfordshire Community Nursing Team Lead Laura Kirkman, received a Cavell Star Award in recognition of the caring environment she has put in place to support her team. I must admit, reading about it, I'd love to work in Laura's team! Her approach is one we should all adopt. Congratulations too to all those teams who were shortlisted for and successful in the annual HSJ awards and a range of other awards ceremonies over the last few months.

We were delighted to welcome Newham MP Sir Stephen Timms to open our new gym at the Newham Centre for Mental Health. And we have installed the first of a series of COVID commemorative plaques to honour the incredible response of our staff during the pandemic and remember those we sadly lost.

You will see that our Acting Chair Eileen Taylor has been appointed as Joint Chair across North East London NHS Trust (NELFT) and ourselves.

She will take up this new role on 1 January 2023. We already work very closely with NELFT in managing our services, as we do with a number of partner organisations to provide inpatient care close to where people live regardless of which trust provides the bed. This is very much in line with the advent of Integrated Care Systems both in East London, and in Luton and Bedfordshire, in which organisational boundaries will be less pronounced in the future as we work more as one NHS to surround the individual service user/patient with the right package of care for them.

The cold temperatures we have been experiencing bring to the fore the challenges our staff and local communities face as the cost of living crisis deepens. Many councils have set up 'Warm Havens' as spaces that anyone can go to stay warm. Council websites also have details on how to get financial support with heating costs. We are also seeing cases of Flu and COVID increasing, so please do take up the offer to have a flu jab and a COVID booster vaccine. After two years of wearing masks, our immunity is low and we are more susceptible to a range of winter illness so stock up your medicine cabinets and treat symptoms early.

With the festive season almost upon us, I hope you all manage to have some time off and have a happy, restful and peaceful break. I wish you all the best for 2023.

Paul Calaminus
Chief Executive





ELFT Pathway Team Wins London Homelessness Awards



THE London Pathway Partnership Programme was announced as the first-prize winner at the 2022 London Homelessness Awards.

The winning Inclusion Health team at Homerton Hospital is in partnership with East London NHS Foundation Trust and other community organisations, to improve care and treat the health and social care needs of people experiencing homelessness and others excluded from mainstream health services.

The Inclusion Health team aims to stop the revolving door of hospital attendance, and treat patients' health, social care and housing needs. The team wants to bridge the gap in treatment so that all patients are able to

access high quality health care, and whilst also establishing a safe and secure home, so that once the patient leaves hospital, they will be aided in their recovery and on-going health.

Irfaan Ibne, Head of Operations (ELFT Primary Care) and Programme Partner, said: "Our aim is to ensure that those experiencing homelessness get the treatment and support they need. This is the most successful team collaboration across London."

The five Pathway Partnership teams based in hospitals across London include St Georges, Croydon, St Mary's/Imperial, Homerton, and Ealing and Northwick Park.

More Queens Nurses for the Trust

THE prestigious title of Queen's Nurse (QN) has been awarded to two Trust colleagues by nursing charity The Queen's Nursing Institute (QNI).

Congratulations to Rahma Abdalla, Practice Development Nurse with the Education Team, and Julie Roye, Head of Nursing for Primary Care, are now both Queen's Nurses.

Rahma is based at Mile End Hospital. She joined the NHS in 2006 and joined ELFT in February 2021. She grew up and lives in Newham and her NHS experience includes working as a Practice Development Nurse in Barts Health, Palliative Clinical Nurse Specialist in St Joseph Hospice, and now in ELFT as a District Nurse. She said, "I am so proud and I truly hope that I will be able to inspire others through role modelling of commitment to learning and development to improve patient care".

Julie has worked for the NHS for 20 years and joined the ELFT family four months ago. Her previous roles include Nurse Consultant, Advanced Nurse Practitioner and Lead for BME GPN Network NHS England.

"This award reflects some of the hard work that I have put into primary care and I feel over the moon to have received this acknowledgement," she said.

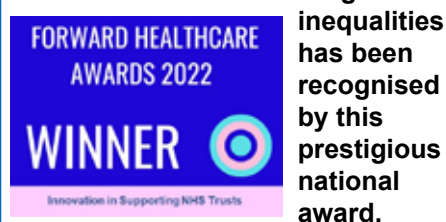
"I am a very committed and focused individual who has always felt that exceptional patient care and team work is the centre innovation for our communities."

The title is not an award for past service but indicates a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities, and a shared professional identity.

Forward Healthcare Award 2022

CONGRATULATIONS to Compass, the Trust's Not-for-Profit community interest company, who won the Innovation in Supporting NHS Trusts award.

Their dedication to tackling social



inequalities has been recognised by this prestigious national award.

They work to bridge the gap between voluntary, community, and social enterprise organisations (VCSEs) and healthcare services by building capacity in the sector, improving the ability of these organisations to engage with the Trust, and facilitating partnership working. One of its key achievements has been to foster partnerships with the Trust, including developing a simple application process for funding from grassroots organisations.

Between July 2021 and July 2022 Compass ran 10 procurement programmes on behalf of ELFT, with more than £6.6m funding awarded for 124 VCSE contracts and projects across City & Hackney, Newham, Tower Hamlets, Luton, Central Bedfordshire and Bedford. Funding and grants have been awarded to groups helping Asian elders living with dementia through to a boxing coaching wellbeing programme for children.

Double Bubble for the People and Culture Team



THE Trust's People and Culture team were crowned Human Resources Team of the Year, and Chief People Officer Tanya Carter was named Human Resources Director of the Year at prestigious national awards at the Healthcare People Management Association (HPMA) on 1 December.

Human Resources Team of the Year

The HPMA is the recognised professional voice of human resource management in health and care. The judges recognised the People and Culture team as deserving of the accolade because of their determination to drive through meaningful and lasting change for the ELFT workforce. They noted the team's 'can do' problem solving culture in relation to health and racial inequalities were illuminated by the pandemic. The team developed a range of staff wellbeing programmes during the pandemic to raise staff morale and wellbeing. They created a bespoke programme to support staff who were parents/guardians of school-aged children who struggled during the first lockdown. Over 1500 children attended the

sessions which included after school clubs and half term activities, enhancing the quality of families' lives.

The team also set up online parenting classes using Non-Violent Resistance methodology (NVR) to support positive family relationships at this most challenging of times. These continue to be offered to staff.

Human Resources Director of the Year



Tanya Carter won the Human Resources Director of the Year award in part for her determination to ensure that enduring change is delivered in terms of diversity and equality across ELFT. The judges were impressed by Tanya's adept use of media to amplify the 'My Name Really Is' campaign, as well as her work to develop emerging

leaders and oversee staff development programmes, particularly for young women and BAME colleagues.

Tanya expressed her pride in the People and Culture team. *"Thank you to the judges and the HPMA. To receive these awards is such an honour. I'm proud to lead such a talented team. They are a remarkable group of people and are dedicated to finding ways to make life better for the ELFT workforce."*

ELFT Chief People Officer in HSJ's Top 50 BAME Influential List

Chief People Officer Tanya Carter has also been named in the Health Service Journal (HSJ) list of top 50 BAME figures likely to exercise the most power and/or influence in the English NHS and health policy over the next 12 months.

Outstanding Community Nurse Lead Receives Cavell Star



CONGRATULATIONS to Laura Kirkman, Community Nursing Team Lead for West Mid-Bedfordshire Community Health Services who has been presented with a Cavell Star Award.

The Cavell Star Award is given to nurses, midwives, nursing associates and healthcare assistants who show exceptional care to

colleagues, patients and families.

Laura has been the team lead for almost a year. During this time, she has created a work environment for the team that has had a positive impact on their wellbeing and team morale.

She has ensured that staff have a nice area to take breaks in and that they move away from their desks to use

this space for time to relax. She started a 'breakfast club' to give staff the opportunity to eat a healthy breakfast. Many leave home early and go straight to patient's homes to see them within their preferred time frame. So a late breakfast has been a god-send in keeping up the nurses energy levels. This approach has also helped with stress and conflict within the team, improved performance and reduced burnout.

The Cavell Star recognised the support Laura provides to her colleagues. A colleague explained, *"I had a particularly hard visit with a palliative patient which involved breaking bad news to them. Laura ensured that I was well supported emotionally and assisted me to reflect on this which helped my practice going forward."*

Another said, *"Laura involves everyone at work and has created a positive atmosphere. She motivates the team and is an amazing role model. We are extremely lucky to have her as our lead."*

Which just goes to show how small changes can have a big impact!



HSJ Awards Success for Trust Partnership Projects

A culture of collaboration has been recognised by judges who named ELFT partnership programmes as winners in three categories at the world's largest healthcare awards, the Health Service Journal Awards.

Child and Adolescent Mental Health Services



The Provider Collaboration of the Year was awarded to the North Central and East London CAMHS Provider Collaborative (NCEL CAMHS), which commissions and provides CAMHS inpatient services. Collaborative partners are ELFT, Barnet, Enfield and Haringey Mental Health NHS Trust, North East London NHS Foundation Trust, Tavistock and Portman NHS Foundation Trust and Whittington Health NHS Trust. The partnership has seen improvement and efficiency in the care of young people. It has really made a difference. Dr Mohit Venkataram, ELFT Director of Commercial Development, said: "We are incredibly proud to accept this award on behalf of colleagues across North Central and East London who work tirelessly together and with other partners to develop safe and quality care for children and young people."

Dementia Care Alliance



The Place-Based Partnership Award was won by the Alliance Model of Dementia Care from Diagnosis to End of Life which supports patients in City and Hackney.

The integrated dementia service is a collaborative effort involving the City and Hackney Place Based Partnership, NHS North East London, ELFT, Homerton Healthcare NHS Foundation Trust, Alzheimer's Society, London Borough of Hackney and City of London Corporation.

Dean Henderson, Borough Director for City & Hackney said, "This award demonstrates the value of the Dementia Alliance and shows how, when services work well together, people living with dementia and their carers receive much improved care and support."

Attracting BAME Psychologists to the Profession

The Workforce Initiative of the Year was awarded to the Clinical Associate in Psychology programme provided in partnership by ELFT, Essex Partnership University Foundation Trust (EPUT) and Sheffield Health and Social Care Foundation Trust (SHSC). The initiative has driven up numbers of BAME staff applying and being recruited for roles, and attracted people who may not have thought of a career in psychology as an option.

Dr Ravi Rana, ELFT Director of Therapies. "We are thrilled that through the Clinical Associate of Psychology programme, the psychology professions have been able to take a lead in demonstrating how apprenticeships can successfully bring innovation, diversity, inclusivity and stability to our workforce."

Chief Executive Paul Calaminus was delighted. He said "Working in collaboration and across traditional boundaries is the key to providing integrated care and for us to deliver our mission of improving the quality of life for all we serve. I am tremendously proud of all colleagues and partners shortlisted and those named as winners at the HSJ Awards, which celebrate all things good about the NHS."





Hackney Homeless Christmas Fair

NINETY visitors attended Hackney Greenhouse Surgery's Christmas Fair on 9 December organised to provide a one-stop health and help shop for patients experiencing homelessness.



Hot meals, long-life food supplies, toiletries, winter clothing, flu and COVID jabs, free haircuts, physiotherapy, library and smoking cessation services and additional health care support were offered to all visitors experiencing homelessness in City and Hackney.

The event was supported by the Greenhouse practices multi agency partnership group, which is a collaboration of twenty-six health, care and housing providers across city and Hackney.

Councillor Sade Etti and the Speaker of Hackney, Councillor Humaira Garasia were among the guests. The Speaker of Hackney, Councillor Humaira Garasia added: *"This means a lot for the community in Hackney. Today we can really feel the love and togetherness. The services ELFT provides are essential and the love you are providing today really goes a long way and it makes a difference in everyone's life who attended today."*

ELFT Medical Director for Primary Care, Dr Vaishali Ashar, thanked the Councillors for attending and promoting the Christmas fair at the Greenhouse. She said, *"This is something the Trust does passionately every year for our homeless and inclusion services in the community. It is a challenging winter overall and we want to promote health and wellbeing."*

Special thanks to the Corporate Governance Team at HQ who, as part of their support of the Trust's anchor plan, not only raised money to buy some warm clothes and other goodies, but also spent the afternoon at the fair providing teas and coffees, helping on the stalls and talking with the visitors.

The Greenhouse Practice in Hackney provides care to people living in hostels or supported accommodation, rough sleepers, hidden homeless, and people who spend a significant amount of time on the street.

New GP Telephone System is a Hit With Patients



A new and improved telephone system launched at Leighton Road Surgery and Cauldwell Medical Centre in Bedfordshire has been well received by patients. The new telephone system 'Surgery Connect' was installed after feedback

from patients about the difficulties they had contacting the practice. The new system was selected and shaped with input from patients through each practice's Patient Participation Group. (PPG).

Now when patients contact their surgery, they have a selection of options. They can press a number to select a repeat prescription, a fitness to work (sickness) note, blood test results, request to be called back or just stay on the line to speak to someone. The call-back option means that people can get on with their day instead of holding on the phone line. Calls are free of charge and there is unlimited capacity so no caller will get an engaged tone.

Dr Mohit Venkataram, ELFT Executive Director for Primary Care, is pleased with the success of the new system. *"The feedback received has been outstanding. I am so pleased our service user experience is improving with the change we have implemented following their feedback. Thank you to our patient participation groups for supporting us and to our patients for the time to feedback to us on their experience. We will continue to listen to our patients so that the experience of care is constantly improved."*

Some feedback highlights include:

"The new telephone system is so much better. I really like the fact that they call back. The nurse who saw me was great and I was seen on time." Leighton Road Surgery patient

"Lots of improvements in the telephone system. Online appointments are available before the phone lines and surgery doors are open, which helps a lot when booking appointments." Cauldwell Medical Centre patient

"The phone was answered very quickly and I was given an appointment that same morning. The doctor was excellent." Cauldwell Medical Centre patient.





Sir Stephen Timms MP Opens Gym

SIR Stephen Timms, MP for East Ham, has formally opened a new fully-equipped gym for service users and staff at The Newham Centre for Mental Health. He visited the unit on 23 November to see the gym for himself. He also paid a visit to the Hope Garden on the same site.



The gym will be used by inpatients as part of activities available during their admission. A sports therapist/ personal trainer will also be available to guide and support in the use of the equipment, and talk to people on the wards about coming to a gym session.

Bailey Mitchell, Director of Mental Health Services in Newham said, *"The days can be very long when you are admitted to a mental health unit, especially at the weekends. The gym will be a welcome addition to our activities schedule and enable people to move, get some exercise, try out different equipment and have some time away from the ward. Exercise gives people a different focus and can be beneficial mentally. I am really pleased we have this additional option that can be enjoyed by staff and service users."*

The gym was developed by sectioning off part of the dining room to make space for it. Fortunately, the dining room was a big space and remains a large area for staff and service users to have meals in. Sir Stephen was keen to see the dining room for himself and was reassured that it still had lots of space for diners. The gym will be available for staff to use too before or after shifts.

The Hope Garden is a therapeutic outdoor space which patients can get involved in according to how they feel. Andrew Casey who co-ordinates the Hope Garden said, *"The Hope Garden is a really calming space used by service users and sometimes staff looking for a quiet space. At the beginning, service users often just observe but after a while, they want to get involved. We are open at weekends too so it is a place people know they can come to and get a hot drink and do some digging!"*

Radio Show Focuses on ELFT's People Participation Team

UK Health Radio, a digital radio station with over 200,000 monthly listeners, recently had some familiar faces on the show when Paul Binfield and Millie Smith from ELFT's People Participation team were guests.

Broadcaster Danielle Sax, presenter of the show 'From Stress to Authentic Success' interviewed the duo. She talked to them about mental health, wellbeing and the role of the People Participation team in aiding people's recovery.

Both Millie and Paul talked about their personal experience of mental health and wellbeing and described how the People Participation team helps to strengthen ELFT services by having experts with lived experience take a leading role in designing service care. They also described how the team have helped to support over 150 people into full-time employment as they moved towards recovery in recent years.

Other issues discussed during the programme included the proactive work the team took to support people during the recent pandemic lockdowns by setting up the ELFT Befriending Service, how experts with lived experience work to support recruitment through their work on interview panels and how the PP team work with the emergency services, rail networks and universities.

"It was great talking to Danielle," said Millie afterwards. "She was really interested in understanding what People Participation is all about, and it gave us an opportunity to bring a greater awareness and understanding of how coproduction and service user involvement works."

"Now a global audience know about the innovative ways we can all work together to improve the quality of health services and how lived experience of ill health can be turned into a positive for personal and community growth."





Putting Allied Health Professionals on the Map

GRAHAM Copnell is our Professional Development Lead for Allied Health Professionals across ELFT. Graham's work has been having an impact on the retention of staff and in attracting to new staff to come and work in ELFT. Which is good news for local people as it means if you need specialist help, a skilled and enthusiastic professional will be at your service. Trusttalk caught up with Graham to find out what is the secret to his success!



What professional groups are you responsible for?

My portfolio includes all our Allied Health Professional roles, a diverse group of professions all committed to supporting integrated care.

What attracted you to this field of work here at ELFT?

I previously worked at the University of East London in a variety of roles, as a tutor, in admissions, as the programme head for physiotherapy (I'm a physiotherapist by background.) and joined the Trust in February this year.

I've always been interested in roles that have different priorities to balance. It keeps me on my toes! The other attraction is that ELFT is a very friendly organisation. People care about doing a good job and are keen to progress and improve things. So I knew I would be joining a team of people who want to make a difference.

What does ELFT offer AHPs?

I think we offer a very positive experience with a lot of scope and variety. New recruits get a sense that they can make a significant contribution to patient care. Staff on Band 5 and 6 are often in a process of moving on to build up their experience but ELFT can provide this in a range of settings without them having to go elsewhere.

Different specialities have different priorities and focus so there is something for everyone wherever your interests and passions lie. We 'work' with people rather than 'tell' them what to do. The culture here is

to provide individualised input to each person – one size won't fit all!

What are the drawbacks about working here?

I think AHPs face the same difficulties here as in any NHS trust in the country. It can be very pressured work with waiting times longer than any of us would like.

So recruitment is difficult. Part of my role is to listen and help AHP leads to think about ways to create appealing choices for staff. You need to have the headspace to think differently. We have realised that you can't keep advertising the same role. You need to change the job to be more attractive and fulfilling.

Why should AHPs come and work here?

In a nutshell, it's friendly, you get to spend time in a clinical team working with very motivated people, and you learn so much from the people we provide treatment to as well as colleagues.

If you weren't in this role and a trained physiotherapist, what would your alternative career have been?

A climbing instructor!

Who would you most like to be stuck in a lift with?

Stan Lee. He created the Marvel comics and Spiderman.

Farewell Richmond Wellbeing Service

STAFF in ELFT were sad to see Richmond Wellbeing Service move to South West London and St George's NHS Trust as part of local consolidation arrangements. The service, which is based in Twickenham, has been part of ELFT since 2012.

The service has provided a high-quality well regarded service offering group and individual sessions to people with low mood, anxiety, and other psychological issues. The service has received excellent

feedback from people over the years. The team shared a farewell message to ELFT:

We will miss the way that ELFT has been proactive, pioneering and innovative (such as compassionate leadership, QI, people participation, staff wellbeing and digital innovations), with other NHS Trusts following suit. We would like to say thank you and farewell via a selection of haikus from the Team:

As orange leaves hit the ground
We embark on change

A new season for the team

~

ELFT has been our home,
Moving on to pastures new,
Leaves fall, new growth starts

~

There is a corner
Of East London that shall be
Forever Richmond

~

Bye, E.L.F.T
Will send postcard from StG's
Don't forget us please





Gardening for Health in Tower Hamlets

The Gardening Project for Health has its roots in increasing accessibility and participation in physical rehabilitation to support improvements in both physical and emotional wellbeing. During a psychology-led reflective practice session, a physiotherapy colleague discussed the impact of not being able to successfully engage some service users in home based rehab and the impact of this on them and him. They became curious about why an evidence based approach was successful for some but not for others. From this point, there was a commitment to discover more by adopting a population health approach.

What was the aim of the project?

Gardening for Health (G4H) is a group-based project for local Bengali Women who experience chronic pain within the context of reduced mobility, other physical health conditions and emotional distress. The project aims to re-engage women to their abilities by connecting with nature and being amongst other women who have similar experiences and difficulties.

Do the aims of the project have any clinical foundations, in terms of best practice evidence, that you knew about?

The aims are based on an integrated therapies approach – incorporating physiotherapy, psychology, occupational therapy and peer support models.

In what sense is the project codesigned and managed with service users themselves?

The guiding principles of this project are rooted in co-production – ideas are checked with the participating women to understand whether they are in keeping with a joint meaning-making approach; feedback is sought continually; transparency around an assets based approach are shared – the participating women are asked to share their knowledge to support the facilitators understanding!

Were any staff involved already gardening enthusiasts or green fingered beforehand?

Some of us were green fingered and others less so! But as the group has progressed the passion for growing and gardening has rubbed off with even the most ambivalent staff member now trying to grow chillies!

As the project progressed, what did staff and service users get from it?

For the service users, there was a collective experience of 'connection and acceptance' alongside 'determination and inspiration' in knowing there was more to their identities and lives than their experiences of pain.

For staff, there were increases in job satisfaction and well being – promoting health through an asset led approach and connecting with nature has had an impact on us too.

Did multiple teams work on the project (ie, psychology services and/or AHPs?)

This is an integrated therapies approach incorporating physiotherapy, psychology, occupational therapy models alongside care navigation, peer and rehab support colleagues.

Any advice you can share on the challenges experienced?

The pandemic and lockdowns represented a huge challenge as participants were no longer able to come to the farm for sessions. The commitment of staff enabled everyone to galvanise ideas and quickly set up virtual gardening for health sessions. The dilemma of this time was transparently and compassionately shared with the service users and the



significance of carrying on was agreed by all.

Any thoughts on the future of the project?

We continue to seek new ideas and opportunities alongside gardening – we successfully ran a recipes of life project last winter and this winter we are hoping to explore how sewing and embroidery may be adopted to further activate service users.



Be Body Positive



A new website designed to help young people build a positive relationship with food and their bodies.

ELFT has been working with partners, Barnardo's, ELBA, NELFT and Infused Media, to create a website packed with engaging and accessible resources to support young people with disordered eating.

The eating disorder charity, Beat, says disordered eating – a term used to describe eating difficulties that don't require a clinical diagnosis – is "becoming more common" and can often be the first signs of someone developing an eating disorder. With eating disorder diagnoses on the rise in the UK, the need to intervene before diagnosis has become a matter of urgency for the NHS.

Be Body Positive seeks to address this issue by providing extra support to young people, parents/carers and health professionals. ELFT clinicians have worked with experts from Barnardo's and Infused Media to develop the content, ranging from videos and quizzes, to stories and coping strategies. Local young people have played an integral role in the project, from brainstorming the name of the site, to the design.

Sarah Wilson, Director of CAMHS and Chair of the project board said:

"In a digital world where negative and harmful views of body image can be difficult to avoid, Be Body Positive aims to carve out a nourishing and safe space. We hope young people will come to the site and learn how to feel at ease in their bodies."

Jon Daly, Strategic Programme Lead for Mental Health at Barnardo's is offering third sector expertise to the project:

"We believe that with the right support, young people can transform their lives. We are thrilled to be working with these partners on a project that will offer practical and emotional support to young people with disordered eating."

Ian Parkes, CEO of East London Business Alliance said:

"There has been a big increase in the reports of young people struggling with wellbeing and mental health. The earlier we can get reassurance and support to them, the better the outcome. Young people are digital natives, and this new initiative will get support to them in a familiar format. Where young people or their families are digitally excluded – we will try to address that as well."

The website will launch in early 2023 after a period of testing and evaluation with young people. Keep an eye out for more information.

The NHSX Digital Health Partnerships Award funds this project.

Newham High Intensity A&E Pilot

VANEET Rathor, a Senior Liaison Practitioner and Occupational Therapist, in the Newham Psychiatric Liaison Team, explains how a new pilot will focus on the needs to people who attend A&E frequently to provide them with better support and care.

What does the new service offer?

The Newham High Intensity (HIU) service works closely with the Newham University Hospital A&E team and other front door emergency services such as London Ambulance Service to better support our frequent attenders to the A&E department. We explore the reasons which bring them to A&E so often and address their needs through the links we have established with external core services. We aim to identify unmet needs and steer their care through more appropriate channels to get these needs met.

Why did the team feel a new approach was needed?

We all know that A&E is a fast paced, high-pressured setting. Accessing A&E can be a timely, lengthy and costly process. What we understand is that the circumstances of frequent attender's are often complex and require more exploration to understand what is happening to be able to address their needs in the longer term. It can be challenging to offer this in an A&E department which is equipped to deal with imminent, acute, medical emergencies. This is where our service comes in. There are similar services in other areas which have had positive outcomes. We hope that we will get similar results here.

What is different when people attend A&E?

Our end goal is to compile a care plan which the individual and key professionals can contribute to. This care plan outlines how best to support the person moving forward and enables professionals to offer a streamlined, consistent approach. These care plans will be available to the A&E team so they can also refer to it when supporting such service users. What we also are aware of through research is that frequent attenders are likely to be stigmatised for their frequent attendances. We hope that with support, the right interventions and guidance for both staff and service users, we can encourage a more compassion focused approach if these service users were to attend A&E.

What do you hope the benefits will be?

Hopefully, if we are able to address needs thoroughly and tackle the challenges the service user is experiencing, we hope this would reduce their need to come to A&E for such matters. However, what I will add is that we don't want to discourage people from coming to A&E in the event of other clinical emergencies. Additionally, we hope that our service users will feel listened to. From a clinical perspective, we hope that with care plans in place, clinicians also feel more competent, confident and clear on what they can do to support this cohort of people.





Get Vaccinated to Protect Yourself This Winter

BOOST
your immunity this winter

COVID-19 is still here and can cause serious illness, meaning time off work and missing out on celebrating with loved ones this season

Protect yourself with the free **COVID-19 booster**
Don't delay. Get vaccinated.

NHS

The graphic features a group of four people (three women and one man) walking together, smiling, and holding hands. They are wearing winter clothing like coats and scarves. The background is a blurred city street at night with lights. The word 'BOOST' is in large, bold, blue and yellow letters. The NHS logo is in the top right corner.

IF you have been invited to have a flu jab or seasonal COVID booster vaccine, make an appointment at your GP surgery, your local pharmacist or attend one of the national vaccination centres. Hospital admissions due to COVID and Flu have increased.

Don't take the risk of not being well enough to see people over the festive season or risk becoming ill and giving the bug as a gift.

Warm Havens

With the worrying cost of heating and fuel, local councils have set up 'Warm Havens' to provide a warm space in community centres, libraries, even museums and other settings for anyone who wants to drop by for a few hours

without questions or feeling judged. It means that you don't have to keep the heat on in your home all day. Check your local council's website for information about your nearest Warm Haven. You will also find information there about how the Council can help you with a Haven grant.

Self-Care

After two years of wearing masks, our immunity to infection is low and we are more susceptible to a range of winter illness. So stock up your medicine cabinets with over-the-counter medicines to be able to treat symptoms early. By practicing self-care, we will stop illnesses becoming worse and play our part in reducing the pressure on acute hospitals services this winter.

ELFT Research and Innovation Annual Conference

A glorious afternoon took place on 2 November bringing people together face-to-face for the first time since 2019 as the Trust hosted its 19th annual Research and Innovation half-day conference. Taking place in Charterhouse Square, a new venue for the event, attendees were able to hear about 14 studies underway in the Trust ranging from epidemiological studies to clinical trials and qualitative work. It attracted over 100 people with 300 more watching the livestream.

The first half of the event was

chaired by Steve Gillard, Professor of Mental Health, at the School of Health Sciences, at City University of London. While Claudia Cooper, Professor of Psychological Medicine and Lead of the Centre of Psychiatry and Mental Health at Queen Mary, University of London as well as an honorary consultant psychiatrist at ELFT, chaired the second half.

Those unable to travel to London in person were able to engage meaningfully with the speakers by posing questions via mentimeter.

But for those attending in person, there was the opportunity during the break to network with representatives of our research partners including the local North Thames NIHR Clinical Research Network and Applied Research Collaboration UCL Partners, Research Design Service London, Noclor Research Support Service, and ELFT's own R&I team.

The noise levels during the break reflected how long people had waited to meet and how much they had to say to each other!



Anchor Institution Summit



PLANNING the next steps in ELFT's Role as an Anchor organisation.

An ELFT 'Anchor Strategic Summit' took place on 11 November. 62 staff and service users came together in person to celebrate success and shape the development and strategic direction of ELFT's Anchor programme.

As a large employer with millions of pounds of annual expenditure, ELFT recognises its significant role and responsibility as an 'anchor organisation' (i.e. a large, public sector organisation that is 'anchored' in local communities and unlikely to relocate), to support the

health and wealth of the communities it serves in Bedfordshire, Luton, and East London.

The event took place at the charitable institution Toynbee Hall which has been working to support local people experiencing poverty for over a hundred years.

The conference was structured around the four key 'pillars' of our Anchor programme:

- Widening access to employment for local people and those facing barriers to the labour market;
- Embedding social values in procurement so that we purchase more goods and services from local businesses and those that promote social, economic and environmental wellbeing in local communities;
- Improving environmental sustainability in our operations and in the wider community;
- Using our land and buildings to benefit local communities.

Attendees contributed to thought-provoking and ambitious discussions during workshops about the strategic direction for each pillar.

Feedback from the workshops will inform the development of an Anchor Plan for ELFT for 2023-26.

If you would like to know more about ELFT's Anchor Plan please email: elft.communications@nhs.net

Asking for a Friend

THE increasing price of everything is causing a real problem for me especially as the festive season approaches. I just can't afford to buy my family presents and deal with all the expense of social events. When I see a Christmas advert, I just want to crawl under my duvet and stay there till January. How can I handle this?

You are not alone in worrying about these impending costs. Sadly, many will get into debt trying to create a 'fairy tale' Christmas but these are uncertain times and every penny counts. The first thing is to have a straightforward conversation with your family and friends about not exchanging gifts this year. Lots of people are doing this. Agree just to give to children in the family or adopt a Secret Santa approach whereby you buy a gift for just one person for a fixed amount. The likelihood is they will be relieved that you have raised the issue.

You could agree to gift skills, time or labour to each other. Provide a baby-sitting voucher, an IOU to weed someone's garden, offer your DIY handyperson skills to someone who would appreciate some fixing in their home, or a come-dine-with-me meal. Offer a skill – a music lesson, a cooking/sewing/knitting session. Or simply undertake to meet for a walk with a flask and some biscuits. We will have to be imaginative this year!

For people living alone or not able to be with their family, buying for one can be quite expensive. If this is you, look around and see if others are in a similar position to you and suggest coming together. Or spread the cost by buying an item each week or spotting bargains for your freezer.

If you usually host guests over the festive season, share the costs. Give everyone an item to prepare, or buy and bring, or a job to do to contribute such as being the washer-upper! You may have to be upfront and ask for

a financial contribution to the cost of the meal. It shouldn't all be on you. If you are going to be a guest in someone's home, quietly offer a financial contribution or ask what you can bring along. We can feel we have failed if we cannot provide these extras for our families. But giving each other time – playing board games, walking, watching tv together - is what will be remembered. (Do you remember what you got or bought others last year? Probably not!)

So you're not alone in wanting to disappear under a duvet. But do come out to be with your loved ones and aim for a modest festive season. Think how good you will feel to have more money in your pocket in the new year (or at least no debt.) And as for those January sale bargains - don't get carried away. It's not a bargain if you don't really need it!





THE ELFT Charity has recently been able to support the 'Let's Start' initiative in Newham following a bid from Katie Walsh, a Highly Specialist Children's Physiotherapist in the Children's Physiotherapy Team.

Katie leads on 'Let's Start,' NHS sessions provided by a multi-disciplinary team to assess and support babies following discharge from hospital. It focuses on babies with complex presentations and birth history and/or requiring ongoing therapy support in the community.

She explained: *"During our sessions we use toys as part of the baby's therapy. We know that many families in Newham experience significant challenges with poverty and inequality. Half of children are deemed to be in households in poverty, compared to 37% in the typical London borough. The service is unable to fund*



these toys. Although parents/carers can buy some of the toys; many find it challenging to afford these toys when their priorities are often being able to feed and keep their baby warm.

Having funding for the 'Let's Start Therapy Bags' will allow parents/carers to continue therapy straight away at home. Having all the items together in one place means if a baby is readmitted to hospital, the bag can go too so they can continue their therapy even when in hospital. It will help parents to develop their babies' reach and grasp skills, body awareness, visual tracking, tactile sensory system and tolerate different positions for longer; therefore helping to progress their development and improve delivery of healthcare."

The ELFT Charity supports innovative projects that make a positive, lasting change and go above and beyond what the NHS would usually provide. The most impactful ideas are often quite simple ones that can benefit service users and staff in novel ways.

Monies aim to:

- Improve social networks
- Improve employment prospects
- Improve digital accessibility

You can find out more about the ELFT Charity via the QR code here or go to the ELFT website:
<https://www.elft.nhs.uk/get-involved/elft-charity>



MEMBERS



WELCOME to the Membership page. We mentioned earlier in the year that we would be looking for you to help us with the Trust's Membership plan. Put simply, we want to ensure that the information we send you and the meetings that we hold are of interest and value to you. However, we want to improve, and for that we need to ask your thoughts. We have a short survey that will help with our plan, so please take time to complete it online, using the QR code below:



Or complete the form opposite and return it to us at our Freepost address below:

Governors and Members Office (5th Floor)
FREEPOST RTKB-ESXB-HYYX
East London NHS Foundation Trust
9 Alie Street
LONDON
E1 8DE

The Survey closes at 9am on 15 January 2023

In January 2023 we are holding 3 'Conversations' with our Members, we want to discuss the themes from the survey and to hear more from you on what Membership means for you and the Trust. The dates are:

Tuesday 10 January at 11:30 - 12:30

Monday 16 January at 17:00 - 18:00

Wednesday 18 January at 14:00 - 15:00

We would love for as many of you to join us, the sessions will be held online via Zoom. If you would like to join, please email us at elft.membership@nhs.net or telephone **0800 032 7297**, advising which session you would like to join.

Finally, if Membership is something you are really interested in, we have also created a Task and Finish group who will oversee the Membership plan. The group includes a members of our Board, along with Governors, Service Users and People Participation. The meetings will be held in January and February 2023, they will also be held online. To register your interest in this group you can contact us using the email and telephone number above.

Survey

Please tick one or more boxes

- Why did you become a member?
 - ☐ To receive information on the Trust?
 - ☐ To receive information on Health topics
 - ☐ To become a Governor
 - ☐ To provide an opportunity to give feedback or be able to influence changes to services?
 - ☐ Other reason – please advise

- Have you ever attended one of our Stakeholder (membership) meetings?
 - ☐ Yes please tick ☐ online ☐ in person
 - ☐ No - if no, please advise if there is a reason why?

- How are you planning on joining our stakeholder/member meetings when they resume in 2023?
 - ☐ Online only
 - ☐ In person
 - ☐ Online and in person

- TRUSTtalk Magazine?
 - Do you receive a paper copy? ☐ Yes ☐ No
 - Do you read it? ☐ Yes ☐ No
 - Is it enjoyable to read? ☐ Yes ☐ No
 - Is the content helpful? ☐ Yes ☐ No

- Would you like to receive other information from us?
 - ☐ Yes - if yes, what type of information? E.g. Health topics

☐ No

- How would you like to be involved as a member?

Thank you!

If you are happy to share some info about yourself, so that we can ensure all geographic areas/Membership Constituencies are represented please complete the details below:

Constituency:

- | | | |
|----------------------------------------|-------------------------------------------|---------------------------------|
| <input type="checkbox"/> Central Beds | <input type="checkbox"/> City and Hackney | <input type="checkbox"/> Staff |
| <input type="checkbox"/> Tower Hamlets | <input type="checkbox"/> Rest of England | <input type="checkbox"/> Newham |
| <input type="checkbox"/> Luton | <input type="checkbox"/> Bedford | |

- Age: ☐ 16-24 ☐ 25-29 ☐ 30-34 ☐ 35-39 ☐ 40-44
☐ 45-49 ☐ 50-54 ☐ 55-59 ☐ 60-64 ☐ 65+
☐ Prefer not to say



Mental Health Law Department and People Participation launch the 'Mental Health Law Forum'

THIS October, the Mental Health Law Department and People Participation service joined together to launch the Mental Health Law Forum. The Mental Health Law Forum was set up to support people linked to the Trust to understand the law surrounding mental health. For many of us, this can be extremely confusing!

The Forum is designed to be a safe space for all, where people can learn and become more confident in understanding the law surrounding mental health. Topics that have already been covered range from understanding the law surrounding formal admission, to what powers do relatives and carers have when someone they care for is detained under the Mental Health Act.

The forum is split into two groups. One for service users and staff, and another one for carers and nearest relatives.

Dates of next meetings are: TBC – March 2023

David Markovitch from the Mental Health Law



Department said: "We are so excited about this Forum in collaboration with People Participation. The idea behind the Forum is to engage all stakeholders to improve knowledge of Mental Health Law, and ensure service users, staff, relatives and carers are involved with legislative change occurs. We are excited for new members to join, and look forward to positive engagement moving forwards."

Jakob Whiten Service User and Host of the Mental Health Law Forum said: "As a Service User, this forum gives both groups a chance to come together to learn about current mental health law legislation and how that impacts service users."



We would love it if you could join us for the next meeting or if you had a topic in mind you would like covered. You can contact us on 'Mental Health law Department e-mail'

Chair FINAL WORD



I feel honoured and privileged to have been named as substantive Chair at ELFT from January 1, but also, as the new Chair at North East London Foundation Trust (NELFT). It is called a "joint chair" role. NELFT are our neighbours in the North East London (NEL) Integrated Care System

(ICS) and an important partner. ELFT and NELFT work together on CAMHS, Forensics, Perinatal mental health, just to name a few areas. As ELFT has out of London services in Bedfordshire, Luton and Milton Keynes (BLMK), NELFT provide services in Kent and Essex.

How will it work? The two trusts will continue to maintain their boards and executive teams. I will simply be the chair of each of the boards. I say simple, but I have an awful lot to learn about NELFT and my diary commitments will be multiplied x 2. At ELFT I am already supported by two Acting Vice Chairs- Aamir Ahmed for NEL and Deborah Wheeler for BLMK. They are experienced non-executive directors with strong knowledge of ELFT and are known to our ICS partners. They already deputise for me when I am not available and I am sure I will be calling on them more in future.

Under the Health and Social Care Act 2022, we have a duty to collaborate. I mentioned areas above where we already collaborate with NELFT and additional opportunities were being explored even before my appointment. In November we held the first meeting of the NEL Mental Health, Learning Disability and Autism Committee and a Committee is also under development for community health services. Those committees will not be talking shops, but tasked with delivery.

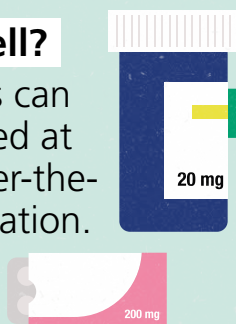
The executive teams of both trusts met in November and the full boards will meet together in January. I will challenge the boards to identify additional opportunities to work together to improve outcomes and equity of access for the populations we serve. In just the few days since the appointment was announced, I have had the opportunity to speak with a number of people at both trusts and I am very excited about the possibilities.

In the summer I wrote about embracing the integrated care systems and what they aspire to. We now have a new angle to explore to further our aspirations.

Your route to urgent help

Feeling unwell?

Minor illnesses can often be treated at home with over-the-counter medication.



Need treatments?

Pharmacists are medical experts who can offer advice as well as medication.



Your surgery first!

Your GP surgery should usually be the first place you contact for all medical questions. You can also book out-of-hours GP appointments online or on the phone.



Contact 111

NHS 111 online provides help with a range of medical issues. They can connect you to an appropriate health professional for advice. They may also direct you to GPs, pharmacies, emergency dental services or other local services. If you can't go online call 111.



Dial 999

You should only call for an ambulance if you have a life-threatening medical emergency, or have a severe injury.