

# TRUST talk



East London  
NHS Foundation Trust

## PATH 2 RECOVERY

Meet Emma to  
find out how  
P2R helps  
clients

Winter 2024



**Digital**  
Edition

**Celebrating  
10 Years of QI**

**Launch of New  
Discovery  
College**

# CEO FOREWORD

**I am feeling particularly proud in writing my foreword for this edition as it highlights two of the Trust's greatest strengths: quality improvement (QI) and coproduction.**

These are some of the key foundations upon which so positive work across our organisation has been built.

This year marks the tenth anniversary of QI within ELFT.

How the NHS provides care has changed significantly over that time but the use of QI has remained a constant guiding light for us at ELFT.

It has helped us to develop a culture of continuous improvement that brings staff and service users together as equals. The stories shared by some of our QI coaches are fantastic to read.

Over the last 10 years, we have run more than 1,300 QI projects and more than 3,400 colleagues and service users have taken part in pocket QI training.

We have achieved a huge amount over the last decade and I am excited to see how QI can help us further, looking ahead to the next 10 years.

We also feature the new East London Discovery College, which will be supporting young people aged 13-18 with their emotional health and wellbeing.

Coproduction is at the heart of our discovery colleges and we are indebted to our young people for their leadership in developing and co-running these services with our staff.

Young people have helped shape the college in partnership with Mind and will also help deliver courses and workshops.

We know that the best care and support is shaped by health professionals working side-by-side with service users, our experts by experience.

Coproduction also includes carers of people we support.

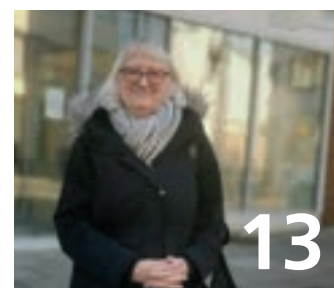
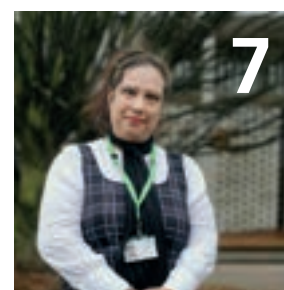
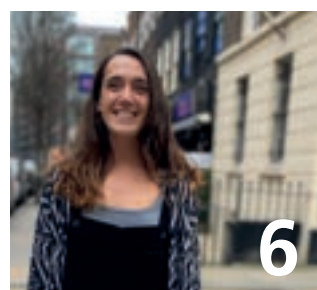
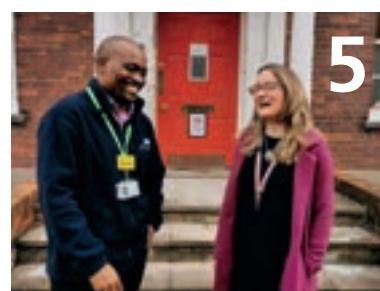
The fabulous Joanna Moonesinghe shares her journey as a carer and how she and others are helping train clinicians through our Academy of Lived Experience (ALE).

I hope you enjoy reading the magazine and I hope our QI anniversary section will inspire you to sign up for QI training!

**Lorraine Sunduza, ELFT interim chief executive**

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# New Discovery COLLEGE

Discovery College East London is being launched to support young people aged 13-18 in Tower Hamlets, Newham, City and Hackney with their emotional health and wellbeing. Elaine Vassell, Discovery College Manager from Mind, who will run the college for the Trust, explains more.

## What is the Discovery College?

It's a community initiative offering a range of fun and engaging courses to support young people with emotional health and wellbeing. This extends the offer the Trust has in Bedfordshire and Luton.

## Who is it for?

Anyone aged 13-18 years living in Tower Hamlets, Newham, Hackney & City.

## How will it help children and young people?

Through tailored support, building on young people's existing strengths and developing new skills to empower young people to achieve their goals. The courses will provide opportunities to socialise both face to face and virtually.

## What kind of courses or workshops will be available?

Workshops include themes of anxiety, low mood, stress, self-esteem and emotional resilience. More online and in-person courses will be identified and developed with young people.

## Have children and young people helped shape the college?

Absolutely. Young people, parents/ carers and those working with young people are helping us shape and continuously improve the Discovery College.

## What is the most exciting thing about the project?

Young people are part of decision-making to ensure it makes a real difference to their lives. They can attend the college or get paid as a Peer Tutor to co-facilitate an activity. It's free, fun and informative!



READ  
the full  
interview  
online



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# NHS 111

## Mental Health Crisis Support in East London

From April, residents across North East London (NEL) will have access to mental health crisis support via NHS 111. We spoke to Tower Hamlets' Crisis Pathway Service Manager, Melanie King, about the changes.

### What is the new mental health crisis service?

Our new crisis service – NHS 111, option 2 – is a telephone line to support people facing mental health crises.

### Why is it being introduced?

Its aim is to create one number to be used nationwide. When dialling 111, users will be prompted to select '2' – creating a seamless way to be supported through mental health crises.

### Will calls be answered by professionals in the local area?

Handlers will answer calls from across NEL, including areas covered by the North East London Foundation Trust (NELFT). We have been working with NELFT to recruit staff for the service with local knowledge.

### Who can call it?

Anybody in NEL who believes their mental health is deteriorating.

### What additional help is available for those who may need it?

Crisis Cafés are available for those struggling. These are open on weekdays, weekends and bank holidays.

We also provide additional 24/7 emergency crisis care phone lines. We have trained professionals assessing the need for face-to-face assessments on-site or at home.

- City & Hackney – 0800 073 0006
- Newham – 0800 073 0066
- Tower Hamlets – 0800 073 0003



**WATCH** a video interview with Melanie and read the full article

# PATH 2 RECOVERY

Senior recovery worker Emma Mundell talks about her working supporting people in Bedford through Path 2 Recovery (P2R).

## What is P2R?

P2R is a substance misuse treatment service for people in Bedford Borough and Central Bedfordshire.

## Who do you support?

People who might be misusing alcohol, heroin or other drugs like cocaine. There are always new substances. It is constantly evolving in terms of the people we support and the different drugs they may need help coming off.

## How do you support clients?

We are quite holistic and try to look at all of the factors which might impact someone's recovery.

As an example, if you don't have housing it is very difficult to deal with an alcohol problem.

So help with housing, connection to your community or support with any health matters you might have. We do screening and treat people within P2R for people with Hepatitis C.

We try and improve all areas of a client's life.

## Why do you do the job?

I am passionate about advocating for people who have been marginalised and have had a hard time in life, so they can reach their potential and be healthy and happy.

## What was your proudest moment in the job?

We had a service user who injured her leg. She was in a domestic violence relationship and the injury caused isolation, as she lived up seven flights of stairs.

We managed to get her a bungalow which was accessible, where she could live with her little dog, and she left the abusive partner.

She felt very hopeless and we supported her to feel much, much better in life.

That was a very proud moment.



WATCH  
a video  
interview  
with Emma

- P2R is supporting more than 1,400 clients
- It now has its own safeguarding team to support vulnerable clients
- P2R also has a rough sleepers team to support people experiencing homelessness
- P2R now has its own People Participation lead so clients can help further improve care





# Tree of Life

**Mariona Garcia Edo, Programme Manager of the Tree of Life project, discusses the project's award-winning work with African and Caribbean communities.**

## **Could you explain what Tree of Life is?**

*Tree of Life* is a psychological intervention aiming to increase access to early mental health interventions for young African and Caribbean people in Hackney schools. We run sessions in schools to help students connect with their cultural backgrounds and understand the importance of mental health within the community.

## **How beneficial has it been for local communities?**

The feedback we've received has been very positive from students, and participants say they have learned a lot about themselves.

## **What have been your proudest achievements while working on the project?**

One of my proudest achievements is knowing that the programme is recognised within the community, and that schools are aware of it.

## **What are the various responsibilities of partners?**

Hackney CVS' responsibility is to bring peer leaders to the sessions. It operates a leadership model, having already worked with young people before the programme.

Mental Health Support Teams (MHSTs) provide practitioners to attend sessions, who can identify signs of mental health needs.

The Child and Adolescent Mental Health Services (CAMHS) Alliance oversees the project and helps to secure funding.

## **Do you have any hopes for the future of Tree of Life?**

We hope to get the project published in scientific research journals, and would like to partner with a research body who could look at the programme at scale



**WATCH a video  
interview with  
Mariona and read  
the full article**

# 10 YEARS OF QI AT ELFT

The Trust is celebrating a decade of using Quality Improvement (QI) to improve the quality of care it provides. Four QI coaches share their experience of helping colleagues, service users and carers work together to improve care

**Lived Experience QI Coach Satwinder Kaur shares her QI journey and experience.**

## **What ways have you used to engage people in QI?**

I engage people through sharing my QI journey at the Trust that began in August 2016 to the present.

I feel privileged to engage patients, carers and staff by sharing my story as a patient to being empowered to coach professional teams and enhance patient and carer involvement through co-production.

## **How do you bring creativity to QI?**

For me QI and the systematic process gives creativity a structure that is often lost through the chaotic experience of mental illness. Through QI I have taken my 'Tea Party Poetry' to an acute inpatient male ward. This was part of the first service user-led project that won the 2018 National Innovation in Mental Health Award. As a QI coach I guide teams to visualise PDSAs as an opportunity to innovate by 'creating a thinking space where there are no boxes'.

## **What do you enjoy about the role?**

I really enjoy working with teams and empowering all team members through QI tools and methodology.

## **When is QI needed?**

When a team is disconnected through the healthcare system challenges of staff shortage and limitations on time. This is when QI is most needed to strengthen connections and discover pathways that can simplify processes, test small change ideas and eliminate negativity.

## **How has QI helped you develop?**

I feel honoured to be a national patient representative on the QI committee at the Royal College of Psychiatrists, since May 2018. This has given me opportunities to co-produce QI and have an impact at a national and international level



**WATCH** a video interview with Satwinder and read the full article

See p8-10 for interviews with more of our QI coaches.

# 10 YEARS OF QI AT ELFT

More than  
1,300 QI projects  
have been held at  
the Trust over the  
last 10 years

**Dr Olivier Andlauer discusses the role of a coach and how QI helps the Trust.**

**What is your current role and what other roles have you held within the Trust?**

I'm Clinical Director for Adult and Older Adult Mental Health Services in City & Hackney. I'm also a Consultant Psychiatrist working in Early Detection of Psychosis.

**What is the role of a QI coach?**

A QI coach supports a team leading a QI project. Their aim is to maximise potential for improvement during the project and offer guidance to help the team use relevant QI tools. They make sure the team implement the best ideas to address the problem.

**What do you think the QI Process brings to the work of the Trust?**

It brings a tested method to support teams improving the care they deliver and sends a clear signal that people who want to improve their services will be supported.

**How has QI helped you?**

It's given me many methods of improvement that I can implement every day, as well as helping me realise that service users, carers and front line clinicians have the best change ideas.

**What do you think the next 10 years of QI will bring?**

It will become even more embedded in our systems and ways of working, in our culture as a Trust.

**Which project are you most proud of?**

Our Home Treatment Team at City & Hackney recently led a project where the aim was to reduce delayed discharges. QI helped to strengthen their process and implement change.



READ  
the full  
interview  
online

More than  
3,400 staff have  
taken part in  
pocket QI  
training



Consultant Clinical Psychologist Dr Sam Vaughan highlights the collaborative approach of QI to improving services.

**What is the biggest improvement to care or services you have seen through QI?**

Two which spring to mind are the Violence Reduction Collaboration projects and a project that reduced waiting times for neuropsychological assessments in Memory Assessment Services. A QI Project led to our QI Forums attended by staff and people with lived experience and to chairing shared between us all. We now have the benefit of all of that diverse experience and wisdom.

**How would you describe QI to new colleagues?**

It is a structured, creative, energetic and collaborative approach to improving services.

**What new skills have you learnt through QI?**

Being project lead in a project focussed on improving flow through services taught me a great deal about the theories about flow through systems and management of waiting times in a system in which demand outstrips resource. I still use that learning daily many years on!

**How has QI helped shape your views on care and co-production?**

It has been very influential in shaping my views.

QI has co-production as front and centre of its ethos and recognises the importance and value of diverse views of all when understanding and improving care.

**What is the response of colleagues involved in their first QI project?**

I have noticed a pattern of people initially wondering how they will fit in the time commitment but finding the Improvement Leaders' Training (ILP) or Pocket QI training creates a curiosity and enthusiasm.

**What three words would you use to describe QI?**

Rewarding, fun, systematic.



READ  
the full  
interview  
online

# 10 YEARS OF QI AT ELFT

There were  
150 QI projects  
at the Trust  
last year

**Nigel Donga, Borough Lead Nurse for Newham Mental Health Inpatients, talks about the inclusive approach of QI at the Trust.**

## **Why did you get involved with QI?**

I first heard about it when I was in another trust, and thought what is QI about? I then started doing my research, talking to friends and people who worked in ELFT and thought 'this is going to change how we care for people. It will change the way that we do things'.

I wanted to be part of it.

## **How has QI changed your approach to patient care?**

You definitely start to focus more on what's meaningful for service users. You look at what really counts when it comes to care. You connect those two together.

## **Which QI project blew you away?**

The most mind-blowing one for me has been the therapeutic observation engagement QI project that the trust is currently focused on.

To lead that project within my local borough is amazing.

## **How does QI help Trust colleagues?**

Anyone can be involved. You can do a pocket QI and an improvement leader's programme, if you want to take a step further you can coach teams and go through the coaching programme. As long as there is passion and as long as there is the willingness to support service users and staff.

## **How does QI help patients and carers?**

The care we provide needs to reflect the service user experience, QI helps to do this. It supports staff with understanding what patients and service users are going through. More than anything it's about connection.

## **Do you need any clinical qualifications to get involved in QI?**

You don't need any clinical qualifications. Just passion and a little bit of structure here and there!



READ  
the full  
interview  
online



# The

# Hope Garden in Newham

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@HTTHopeGarden

The Hope Garden in Newham has been one of the recipients of money from the ELFT Charity, which supports initiatives that improve networking and/or supports the development of skills for employment. Project Lead Andrew Casey explains more about the garden.

### What is it about the Hope Garden that helps people to connect?

You can have some great conversations when you are occupied with a task. It's less intense than staring across a table at each other. Working in the garden can awaken memories of previous homes, gardens or people in your life. It's a relaxed outdoor environment. We stop for breaks and a cuppa. It's lovely to see service users relax and breathe.

### What do people learn in the Hope Garden?

We teach basic gardening principles from seed to harvest.

As well as gardening skills, it is a chance for people to try their hand at painting, carpentry and learn how to use hand and power tools. (I have a building background) One of our service users has

embarked on a carpentry course via his personal health budget as a result of the time he has spent in the Hope Garden. I am so proud!

### How has money from the ELFT Charity helped this work?

It has provided the materials to enable us to run a weekly three-hour gardening group for beginners and gardeners of all levels to come together to share or learn new skills. We have a Saturday drop-in - a social space for service users which helps to bridge a gap between services over the weekend.



READ the full  
interview and learn  
more about the  
ELFT Charity



# Patients Know Best

Patients Know Best, an online personal health record that gives patients access to their information, will be available to ELFT service users across East London within the year. Project lead Walid Salha explains more.

## What is Patients Know Best?

It's a free online personal health record where you can access most of your appointment letters, discharge summaries, care plans and patient reports securely in one place.

## How does Patients Know Best work?

You can currently view your hospital appointment information, but there will be more features available in the future.

## What are the benefits of Patients Know Best?

The system allows you to share your record with other people from your GP to your next of kin, have easy access to your record anytime and anywhere, and track your health.

## What if I don't have an NHS login?

Don't fret, you'll be prompted to create one via the NHS website. Then you can follow the log in and registration steps to access Patients Know Best.

## Will Patients Know Best affect my care?

No, the system is designed to improve the care and experience you already receive from us. You'll be more involved in decisions and get better explanations from us.

## Who can I contact for issues using Patients Know Best?

For any issues with registering on the system, please refer to the Patients Know Best manual. For issues concerning the platform, you can email [elft.pkb@nhs.net](mailto:elft.pkb@nhs.net).



**READ  
the full  
interview  
online**

# Carer profile

Luton's Joanna Moonesinghe works to help healthcare professionals understand the needs of carers and the value they can provide in providing care.

## How are you involved with the Trust?

I was a carer for my late husband, Ananga, who was diagnosed with dementia and later cancer.

I work with the Trust through People Participation to help healthcare professionals understand the needs of carers and to understand how important carers can be in providing care.

## How did you first work with the Trust?

My first involvement was as a member of interview panels for new recruits. My role was to consider if the candidate would have the best interests of their patient at heart.

## What is your main role now?

I help provide training for clinicians through the Trust's Academy of Lived Experience (ALE).

The academy helps healthcare professionals consider the needs of service users and carers as real people, not just patients, and how really good care should look.

## How do clinicians respond to the insight and training you share?

It can completely change their viewpoint. The whole approach is about creating space where you work together and with respect.

## How has PP and ALE helped you?

I have gained so much confidence. It has also empowered me to speak up when things aren't working and then help make positive change.

## How can carers help NHS professionals?

A doctor who attended a talk I was giving said 'because of you I now change the way I talk to patients and carers'.

That was the best thing ever.



READ  
the full  
interview  
online

# Welcome to our membership pages

**ELFT Membership: 'A membership that provides a voice and connects us to those we serve and work with, helping to shape what we do'**

## And how do we do that? Simply put, we provide an opportunity, a voice

As part of our Membership engagement plan we It's our opportunity to provide members (and the population) with information on ELFT services and wider health matters and your opportunity to share what you have learnt with others, providing us with feedback and finally, the louder voice, an opportunity to become a governor and work with our Board to achieve our strategy.

Firstly, a thank you, we would like to say a big thank you to everyone that has taken the time to either complete our Trusttalk survey, attended one of feedback sessions or attended an annual planning session – we cannot improve services unless we hear from you.

The Trusttalk survey has now closed and we will be

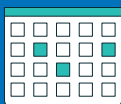
reviewing the outcomes and will update you later this year

We heard at our annual planning sessions that communication, particularly sign posting is key to you. Helping you make informed decisions about your health are most important to you and we will be working with our colleagues in Communications, our Services, our People Participation teams and the Voluntary services to improve on that.

Our Membership engagement plan (pictured overleaf) has given us the opportunity to really focus on what our members want from us and how we as a Trust can help with the wider determinants of health. Being and staying healthy is much more than one single focus, you will have read about our Tree of Life programme and Patients Know Best elsewhere in the magazine

## OPPORTUNITIES TO HEAR AND MEET US

You can meet your Governors and Board members at Council of Governor meetings and Trust Board meetings, both are held in person.



The Next Trust Board meeting is the **28 March at 13:30** and our Spring Council of Governors meeting is **9 May at 17:00**.

Further details and papers are available on our website.

We have saved the best news until last, we will be holding some face to face meetings with our members this year – we will be visiting our localities and look forward to seeing you in person again. Please ensure we have your email address so that we can let you know when!

### Please remember our usual plea – to help us Save pennies

If Trusttalk is posted to you, please let us have your email address. You will still hear from us but it will be by email. We would prefer to send you an email version of Trusttalk. Not only will we save trees, we will save on postage costs! So please, if you have an email address - let us know. You can email us at: [elft.membership@nhs.net](mailto:elft.membership@nhs.net) please include your full name and address.

If you have any feedback or you no longer wish to hear from us (and that's ok), please let us know using the details below.

**Email:** [elft.membership@nhs.net](mailto:elft.membership@nhs.net)  
**Telephone:** 0800 032 7297

# MEMBERSHIP ENGAGEMENT PLAN 2023 - 2026



## Communications

- Review TrustTalk
- Explore social media opportunities
- Enhance membership webpages
- Review email information sent to members
- Review members meetings
- Develop a members meetings plan
- Offer targeted engagement opportunities
- Annual members survey on year's events and communications



## External Collaboration

- Identify target areas for Governor and member recruitment
- Connect with voluntary sector
- Encourage Governors to gather and share information through their local connections



## Internal Collaboration

- Create and embed working links with People Participation and volunteering
- Review Governor support



## Population Health

- Hold joint members meetings with neighbouring Trusts
- Establish non-profit meeting venues database



## Financial Viability & Sustainability

- Develop eco system key contacts database
- Review Annual Members Meeting format

## ASKING FOR A FRIEND



My partner and I are about to embark on fertility treatment which is going to involve In vitro fertilization (IVF). This could include the use of drugs that could clash with our existing medication and hormone treatment. We are quite worried about this as well as the impact of the fertility treatment on our mental health. Can you advise?

**You are right to get advice at an early stage so that you are both as prepared as possible for your fertility treatment.** You are right to get advice at an early stage so that you are both as prepared as possible for your fertility treatment. It can be an emotional journey for couples at the best of times, but even more so if it could impact on existing treatment. The first thing to say is that fertility services are a highly researched and evaluated area of science. They will have experience and knowledge about contraindications and the potential impact of key medications. So they need to know what you are prescribed and may wish to liaise with your prescribing doctor. The fertility service will then, with you both, decide on the best course of treatment going forward. Your medical team will also need to be aware that you are on additional treatment or stopping some medication, to be able to monitor you from their perspective too. It is a delicate balance but they will want to fully support and keep you well throughout. Fertility services often have counsellors attached to support couples psychologically with the ups and downs of the treatment. If you need additional support, you can also contact your local Talking Therapies service. We wish you every success as you take this exciting first step.



# Chair's FINAL WORD

**I was kindly invited by the LGBTQIA+ Staff Network to attend their annual conference. I find these conferences a wonderful opportunity to celebrate our staff in all its diverse glory, but also as an opportunity for reflection.**

I am painfully aware that there are still members of the LGBTQIA+ community who are not out and do not feel comfortable being out at work. I have been reflecting on times at work when I felt that I could not truly bring who I am to work and how it made me feel. The word that came to mind for me is constraining. I know that when I was in that frame of mind, I looked over my shoulder and was not able to perform to the best of my ability. Also, I felt uncomfortable. That reflection led me to consider

our values, particularly inclusion. Every day we wear a lanyard that says "we care, we respect, we are inclusive". If we are succeeding at being inclusive, then everyone would feel comfortable to bring their whole selves to work which was the theme of this year's conference.

It is incumbent upon all of us to identify factors in our environment that inhibit full inclusion and to act upon them. It is important that we all feel we can call it out behaviours that lead to people feeling constrained.

At the conference, David Bridle our Chief Medical Officer, was very clear about the Trust Board's belief in and support for our values. This simply says - we mean it and we are here to support anyone in the Trust or the communities we serve if they have a different experience.

**Eileen Taylor**



## Health Minister Visits

### Evergreen

**A specialist NHS inpatient mental health service for young people run by the Trust has been visited by the Secretary of State for Health and Social Care, Victoria Atkins MP**

This was the Secretary of State's first visit to a mental health service and she spent time speaking with staff and service users at Evergreen, based on the Luton & Dunstable University Hospital site, on Thursday, January 17.

She was particularly impressed by the work of the unit to support young people to remain connected to their communities, by Evergreen's message of

hope, and by the support offered to families.

Evergreen is a CAMHS (child and adolescent mental health services) tier 4 inpatient service that opened in February 2023.

**"We see young people come through the door at their most vulnerable,"**

service manager Valentine Dube told the Secretary of State.

**"Being able to help them and make a real difference is what makes this job so rewarding."**

