

TRUST talk



East London
NHS Foundation Trust



WELLBEING GAMES

Meet Moniek, one of
our service user
organisers

Spring 2024



**Digital
Edition**

**Service User-Led
Accreditation
Special Feature
P7 - 10**

CEO FOREWORD

I feel incredibly proud to be writing this column for the first time since being appointed substantively as Chief Executive Officer of the Trust.

I have been overwhelmed by the many messages of support I've received since my appointment – from colleagues, partners and service users – and I feel truly honoured to have the opportunity to lead this organisation that has been so much a part of my life for more than 20 years.

The spotlight for this edition of Trust Talk is on the incredible work taking place through the Service User-Led Accreditation programme.

Service users, carers, services and colleagues from Quality Assurance (QA) are working side-by-side to deliver this programme.

It is the first of its kind and supports services to further improve care for service users and carers across ELFT.

Service users involved describe their role as 'helping services see their blind spots' and identifying small changes that might have a big

impact on their service users and carers.

It is going from strength to strength and this edition features interviews with services that have achieved the new platinum programme award, a standard which reflects an exceptional attitude to listening, learning and improving.

The programme continues to develop and colleagues from QA are busy designing accreditation for our corporate services.

I would like to thank every service user, carer and colleague involved for their passion and commitment to improving care.

It is heartening to see so many service user stories in the magazine.

Bedfordshire Community Health Services (BCHS) service user Moniek talks about her work in helping organise the first Bedfordshire Wellbeing Games and Gari discusses his role as a people participation (PP) lead for our estates and facilities directorate.

We also speak with Rob, who is ensuring service users and carers help shape delivery of mental health, learning disability and autism care in north east London (NEL) through the Mental Health, Learning Disability and Autism Collaborative.

These interviews help paint a picture of the meaningful co-production happening in all areas of the Trust and it is wonderful to see.

Lorraine Sunduza OBE
Chief Executive



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Recipes

of Life

Migrants are supported to tell stories through cooking as part of a new 'Recipes of Life' cookbook. Clinical psychologist Dr Jennifer Nicholas from the Tower Hamlets community psychology team serves up more details.

What is Recipes of Life?

This is a concept developed by therapist and chef, Natalie Rudland-Wood. It uses recipes to thicken forgotten stories of people's lives to make people stronger. Members are invited to celebrate strengths that have enabled them to survive during hardship.

Who is involved?

All 'Recipes of Life' groups involve a partnership with community organisations – often local voluntary organisations – made up of leaders, group co-ordinators and local residents.

Who is it supporting?

The project is run with Praxis, a charity fighting for migrants to live with safety, dignity and respect. We worked with GIANTS, a peer-led group for men who have come together to advocate for better mental health support.

How does it work?

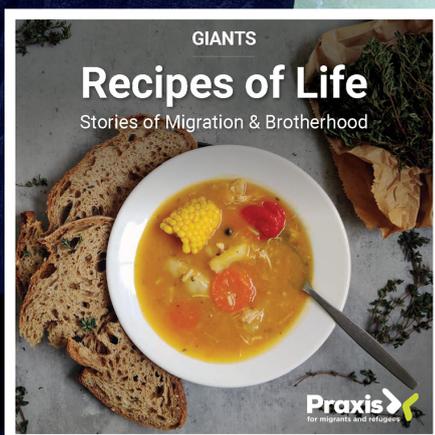
We begin by building relationships with partners, and each week is spent focussing on one or two people to share a meal. They are asked questions about its history, where they learnt skills, who the important people in their lives are and their hopes for the future.

How will it help communities?

We've witnessed how food is a universal language that allows us to understand cultures. GIANTS created a community where people could be seen as individuals, without losing sight of brotherhood.

Why is it important?

We hope this can highlight the importance of challenging service user narratives through focussing on cultures of local communities and developing stories that reflect their values.



READ
the full
interview



The games
are being held at

**The Dunstable
Centre on July 26**

to promote the benefits of
sport and activity for everyone's
wellbeing and in helping
with recovery from poor
mental health

Wellbeing Games

Bedfordshire Community Health Services (BCHS) service user Moniek is a member of the team organising the first Bedfordshire Wellbeing Games.

Why are the games being held?

The games are held to encourage people to get involved in physical activities as it is good for both body and mind. You can try different activities without having to make commitments.

Who are the games for?

The games are for everyone. We have worked hard to make sure it's accessible for different age groups and people with additional barriers or needs that may normally be hesitant to go to a gym or a gym environment.

What is happening on the day?

There will be sessions where you can try out different activities like zumba, pump, activities in the pool or seated yoga to just name a few. There is a free lunch and free parking.



**READ
the full
interview**

What has been the best part of organising the games?

Working with people from different professional backgrounds with the same goal of putting on an accessible free event to encourage people to try out a new activity and connect with other people.

How did you get involved?

Kamila, my People Participation Lead, asked in our working together group meeting if someone would be interested in being involved with the games.

I thought having access needs would give me some insights that other people in the steering group may not have.

What are you most looking forward to on the day?

Seeing people trying activities they normally would not try out. To see people being surprised with themselves as they discover they like something that they would have never considered trying.

Staff & Service Users

Improving Mental Health

across north east London

Service users, carers and professionals are shaping delivery of mental health care in north east London (NEL) through the Mental Health, Learning Disability and Autism Collaborative. MHLDA people participation lead, Rob Hunter, shares more

How would you describe the Collaborative?

It brings together clinical, lived experience and operational leads, aiming to improve experiences for people with mental health needs, learning disabilities and autism.

How did you get involved?

I got involved in 2022 through people participation, and my initial role was planning for the Mental Health Summit. I'd just finished my peer support accreditation and was looking for involvement opportunities.

How'll it improve care?

It'll ensure those receiving care have a say, reducing divisions between service users and service providers.

How are service users involved?

Service users are considered 'lived experience leaders', creating opportunities across NEL. We've leaders who're empowered to comment on decisions, while having committee voting rights.

We've deputies who're able to fill member slots when needed. They read meeting papers and discuss concerns, which members can action.

Lived experience leaders carry out service user-led projects, ranging from social media to using buzzers in waiting areas.

The Lived Experience Leadership Group meets bi-monthly to update on workstreams.

Why is service user involvement important?

Decision-makers should always discuss ideas with impacted people.

There are nearly 9,000 hours per year. Someone receiving care for two hours per month is seen 24 hours a year. Outside this, they are managing themselves. People become experts in their care.

What are the next steps?

We'll move ahead with service user-led projects, and plan for the Mental Health Summit.



READ
the full
interview

The Trust has appointed 74 international recruit nurses from 10 countries

Leena's

Nursing Journey

International nursing recruit Leena Sankar has been promoted to a band 6 nursing position with Bedfordshire Community Health Services (BCHS).

When did you join the Trust?

Myself and three nursing colleagues from India successfully applied to join the Trust through its international recruitment programme, arriving in spring 2022.

How were you supported by the Trust?

The amount of support provided by the trust in all walks of our recruitment, placement and getting settled in UK was incredible.

We received a warm welcome at Heathrow by the great nurse leaders of the trust and were given an introduction about the trust values, services and expectations from us.

Would you recommend ELFT to any other international healthcare professionals?

Absolutely. It is great working with ELFT.

Do you feel supported as a healthcare professional?

Working as a community sister added more to my clinical expertise and body of knowledge. I am thankful

for all the support and encouragement throughout for the new job role as Band 6 community sister and look forward to continuing to grow along with the Trust."

What was your biggest challenge in relocating to the UK and working for the NHS?

Everyone has been so warm and friendly, which has made moving to the UK a really nice experience.

My biggest challenge was getting my UK driving licence. Before I passed my test I did a lot of walking to appointments!

What is the best food you have discovered in the UK?

I love mac 'n' cheese. It is delicious!



WATCH a video interview with Leena

Service User-Led Accreditation

The Trust is the first to provide a **Service User-Led Accreditation programme** to help services improve their care. Service user voices are front and centre in the programme which offers bronze, silver and gold accreditation standards – and a new platinum standard reflecting exceptional commitment to patient care

Laura's Story

The Health E1 homeless GP practice in Brick Lane, East London, is the first primary care service to achieve the platinum standard. Senior Clinical Lead and Advanced Clinical Practitioner Laura Pisaneschi talks about how it was achieved and why.

Why did the practice apply for accreditation?

It's really important to think how we're working as a practice, the things that we're doing, how service users actually feel about those things and to use their views and opinions to judge how we're providing care.

What was involved in achieving platinum accreditation?

To achieve the platinum we did a lot of work, and already had a lot in place. We looked at the kind of standards we're providing, and looked at a lot of evidence.

How does it feel to be the first service in primary care to gain platinum accreditation?

It's pretty amazing. We really wanted to be the first in primary care to go through that accreditation process.

How does the accreditation help patients and improve the care you provide?

Having that platinum shows us our great work, but also the things that we can improve on as well and keep learning about.

It's helped the team to think about the next stages going forward.

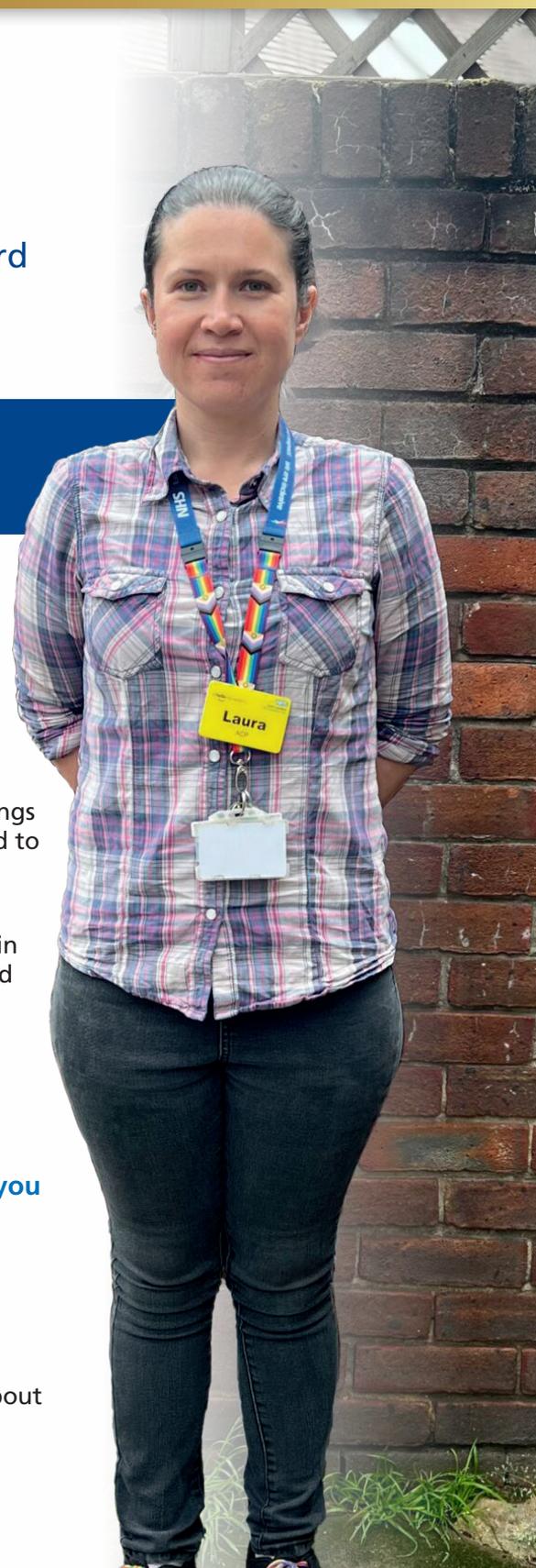
Would you encourage other services to apply for accreditation?

I think it's a very good idea to get involved and see what people think about the service you're providing and what can you improve upon.

How important is it for Health E1 to involve patients in improving care?

It's essential. The work we're doing at Health E1 wouldn't be possible without our patients.

See p8-10 for interviews with



WATCH a video interview with Laura and read the full interview

Service User-Led Accreditation



Angela presenting an accreditation certificate to Crystal Ward in Luton

The Service User-Led Accreditation Programme committees are chaired by Angela, a service user with lived experience of mental health and member of the People Participation team. She explains the importance of service user involvement.

What is your role with ELFT and the Service User-Led Accreditation programme?

I'm a Lead Assessor and I also chair the service user and final committee panels. The panels reflect the programme's commitment to partnership and having service users at its heart.

How did you get involved?

It has always been important for me how the NHS treats people, both in terms of care and in how they are respected as individuals.

I have witnessed poor care where service users were not being treated with respect and that had a negative impact on their recovery.

I became involved with People Participation (PP) during lockdown and was then asked if I wanted to support the accreditation programme.

After support and assessment training I had the chance to do an assessor visit and just thought 'wow', this can make a genuine difference and I wanted to be part of that.

I also get to work with the fantastic Quality Assurance (QA) team as part of this and really feel I am contributing in a positive way.

I also see it as a way of saying 'thank you' to ELFT for the care it provided me when I needed it.

'Service User Involvement is Essential'



How important is it that service users help improve NHS care?

The involvement of service users and the use of co-production are essential in developing care and fostering a culture of healthcare professionals listening and learning from experts by lived experience.

What do service user assessors look at during an accreditation visit?

From the first contact with a service we consider 'how welcome do you feel?' and consider if the environment is pleasant, what tone and language do the team use, are they abrupt or friendly and how the team interact and support each other.

We also talk with service users for their thoughts and carers on our team ask questions about how the service supports carers.

We are looking for consistency of care, empathy and teams who really understand everyone's role.

What has been the most memorable part of being involved with the programme?

For me, it was when we went to Bedford Talking Therapies.

The entire team are going above and beyond. They have achieved the Platinum Award and really deserve it. They were amazing.

What are your hopes for the future of the programme?

I see the programme as a model that can be transferred and modified for other NHS Trusts across the UK and by healthcare providers in different countries.



READ
the full
interview

Platinum Pride

Lead Specialist Nurse Denise Locklin talks about Bedfordshire Continence Service achieving the platinum standard through the Service User-Led Accreditation Programme.

What changes has the service made through the programme?

When we started this process in March 2023, we looked at the standards of evidence required as a team. It helped us focus on the gaps we had in our patient information leaflets on different aspects of both bladder and bowel dysfunction. From this we then researched the current evidence, looked at the current information we had and created several patient information leaflets as well as treatment pathways for the team to use.

As we developed these we involved and worked closely with our People Participation Lead Kamila Naseova and her wonderful team of service users who reviewed all our leaflets and made suggestions which we then took on board.

Once fully agreed they then went through quality assurance group (QAG) for ratification.

Why is it important to involve service users in helping the NHS improve care?

Without the expertise of service users we would not know if our information was meeting their needs. They helped us learn whether it had the right look, if it is easy to understand, if the terminology is appropriate, if it looks visually appealing and if service users would want to read it.

What was the biggest thing your service has learned by taking part?

By going through the process we had a greater understanding of the positive impact we can have on the patient experience in accessing our treatments and expertise, including how important it is to share new information with patients for continuity of care.

As a service we have always worked closely with service users for developing and recruiting to our service. This process reaffirmed to us the importance of this to be maintained.

What was the response of the team when told they had achieved platinum?

Anyone can be involved. You can do a pocket When it was announced we had achieved platinum we were so proud.

It is recognition for the care, hard work and commitment of every team member to the patients on our caseload.



READ
the full
interview

Involving Service Users

People participation (PP) lead for estates and facilities Gari Belasco is integrating service user perspectives into the maintenance and enhancement of Trust facilities.

Could you tell us about your role?

My primary responsibility is to ensure that the voices of our service users are integral to the ongoing development and upkeep of our estate and facilities. It's about understanding what matters to them so we can tailor our services to meet their needs effectively.

What drew you to this position?

After two decades in NHS pharmacy, I was ready for a change. Learning about this role, I saw a fantastic opportunity to continue serving within the NHS but in a capacity that directly impacts our mental health community. It was an exciting and meaningful new challenge.

What were some initial hurdles you encountered?

The role was new within the estates team, so I had to define it from the ground up. While I had strong support from the team, it was a learning curve for all of us to understand and integrate this role's functions effectively within our existing framework.

Can you highlight some of the main projects you're involved in?

We have several key initiatives such as PLACE (Patient Led Assessment of the Care Environment), PYIMS (Put Yourself In My Shoes), and our Environment Assurance Group (EAG). We also focus on safety through various groups, and we've recently launched Food Committees at the Homerton site in City and Hackney to improve all aspects of food provision. Another exciting project is our Flag Flying policy at the trust headquarters, which promotes inclusion and representation.

How do you incorporate sustainability into these projects?

Sustainability is central to everything we do. We have a dedicated Estates Sustainability team involved in all projects. My role involves collaborating closely with them and it's been a fantastic learning journey about how we can minimise our environmental impact while maximising efficiency.

What impact do you see these initiatives having on ELFT?

These projects significantly impact ELFT by ensuring that our service users are engaged and involved at every step. Our goal is to be the best NHS trust by fostering a community where everyone feels included and represented. The People Participation initiative is pivotal in achieving this, helping us build a supportive and cohesive environment.





Our Support for Carers



Annette Duff, senior psychotherapist and carer lead for the Bedfordshire and Luton Complex Needs Service (left of picture), talks about support offered by the service for carers, family and friends of service users.

What long-standing support has your service provided for your service users' loved ones?

We have held a monthly complex emotional needs carer, family and friends monthly support group for the last 14 years. It is a safe and confidential space.

What extra support are you now offering?

Support group attendees became more inquiring regarding specific vulnerabilities experienced by their loved ones and of treatments and skills learning that evidence showed to be effective in developing a life worth living.

We now deliver a co-produced and evidence-based 12-week programme to meet these needs called Family Connections.

What does Family Connections provide?

It provides current information, teaches coping skills and creates the opportunity to develop a support network.

How does it help attendees?

It allows participants to obtain information and acquire and practice the application of skills in a confidential and supportive environment.

How do the support group and Family Connections connect?

There is a symbiotic relationship between the support group and Family Connections programme. The monthly support group enables carers to understand the usefulness of attending this extended psycho-educational and skills training opportunity, and those who complete the Family Connections programme often regularly return to the monthly support group to discuss the use of skills gained and explore further ways to engage positively with their loved ones whilst caring for themselves.

How does it feel to support the individuals who care for people with complex emotional needs?

It is a privilege to walk alongside these individuals and witness their compassion, commitment and giving of themselves.

Spotlight on Counter Fraud

Zenda Butler discusses her role as the Trust's head of counter fraud and lead counter fraud specialist.

Why is counter fraud important?

About £1.2 billion is lost every year within the NHS due to fraud. As local counter fraud specialists we help to protect the public's purse. It's better to be able to prevent fraud than have to protect and investigate it.

How does counter fraud help colleagues?

We're here to support staff in raising concerns and to help and advise staff. We're commonly contacted for advice around policies and procedures and are asked about the standards of business conduct and the rules around declaring secondary employment.

How does counter fraud help service users?

Ultimately, if we're able to prevent fraud there is more money to be spent on patient care. Whether that be more staff or better facilities for our service users.

What types of fraud are being seen by the NHS?

Most referrals relate to staff fraud; staff working whilst on sick leave, time sheet fraud and staff undertaking private work when they're meant to be working for us. There's been an increase in cases whereby staff commence full time university courses and fail to notify the Trust.

What is your message to anyone who suspects fraudulent activity in the NHS?

Please report it! The quicker it's reported, the quicker we can begin an investigation. We can take action to recover money which goes back into the Trust, benefitting service users.



WATCH a
video interview
with Zenda

Welcome to our membership pages



It is the time of year when we start to plan for our next round of governor elections.

Have you ever thought about becoming a governor at our Trust? Being a governor gives you the opportunity to represent your local community, help be their voice.

We will have the following vacancies:

Bedford:	1 vacancy
Central Bedfordshire:	1 vacancy
Hackney:	5 vacancies
Luton:	1 vacancy
Newham:	2 vacancies
Rest of England:	1 vacancy
Tower Hamlets:	3 vacancies
Staff:	1 vacancy

To join a session or if you have any questions about being a governor please email us at elft.membership@nhs.net or call on **0800 032 7297**



The elections are due to be held later this year and **all the important dates** are detailed below.

Nominations open	Thursday, 11 Jul 2024
Nominations close	Thursday, 8 Aug 2024
Voting opens	Monday, 2 Sep 2024
Voting closed	Wednesday, 2 Oct 2024

If there is a governor election in your local area and you would like to find out more you could join one of our **online Prospective Governor Workshops**. They are being held on zoom on the following dates:

Wednesday 10 July, 2:30pm – 3:30pm
Tuesday 16 July, 11am – 12pm
Saturday 20 July, 11am – 12pm



You may be still wondering what is it like to be a governor.....we asked one of new governors Dafni to tell us about her experience. Dafni is a governor from Luton and she joined us last November.

Can you tell us a bit about your governor role within ELFT?

I joined our Council of Governors as a Public Governor for Luton in November 2023. The role of Governors is to help the Trust be responsive and accountable to local people, staff and partners. Our Governors come from many different backgrounds and walks of life. Some have been healthcare professionals, while others have been users or carers. Several do not have that experience, but contribute with other, equally important skills, networks and experience. Together, we inform the Trust's priorities and strategic decisions to improve the health of our communities so that they get more out of life.

Would you say the role itself is rewarding? Are there any aspects of the role that you particularly love?

Absolutely — it's rewarding and enjoyable in different ways. This has been a special opportunity to grow personally and professionally, connect with others and contribute towards the Trust's mission to improve the lives of all we serve. For example, I've enjoyed learning more about the extensive work to improve population health, such as about the Marmot Review, and learning from others' perspectives during many interesting conversations. I also value how welcoming both the Council of Governors and the Trust Board have been.

At meetings we often quote a proverb which I think encapsulates our spirit —

"You cannot change the world, but you can change the world of one person."

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

Would you recommend the Trust as a place to volunteer?

This a unique opportunity to have your say, and be listened to. You don't need prior Governor experience, a healthcare or academic background. Though the role involves reading important papers, these are written in a simple language. Plus, our hardworking and supportive Governor and Members Office team are always there to answer questions and provide guidance. I would highly recommend it.

If being a governor isn't for you, we still need your help, we need your votes, please take a moment to vote for a governor, it is simple to do, you will receive an email or voting pack with all the details you need.

Finally, our usual plea – Help us Save pennies – let us have your email address

We are trying to make sure that we make the best use of our money, so, 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 please include your full name and address.

.....or if you no longer wish to hear from us (and that's ok), please let us know using the same email address or give us a call on 0800 032 7297

You can contact the membership team or your Governors by phone, 0800 032 7297 or email us elft.membership@nhs.net.

At ELFT, our members are our local community, service users, staff, stakeholder and the voluntary sector, connecting us to all we serve.

Chair's Column

'Thank you everyone who participated in appointing our Chief Executive Officer'

Appointing a CEO may be the most important responsibility I carry along with the other non-executive directors (NEDs) on the board. It is not a decision I wear lightly. Our obligations to the communities we serve were at the front of our minds as we set out. As part of our commitment to transparency, I would like to share how we went about this daunting task.

A number of people, inside and outside of ELFT, asked me why we were going out to recruitment given the deep bench and awesome talent we have. We are funded with public money and have a mission to serve that public, therefore we believed it only right to launch a search conducted by an independent search firm to ensure we had the opportunity to consider talent from around the world and with a range of experiences.

A campaign advertising the post was conducted through social media, traditional media, diversity organisations and NHS recruitment channels.

At the same time a survey was conducted across the Trust to give all employees the opportunity to share views. In crafting the job description and person specification. We also took account of many viewpoints, including those of system partners. The trust's treasures and values featured prominently.

During the time the position was advertised, I fielded calls with interested candidates to share insights on the operations and aspirations of the Trust and the Board.

This is a very hard time to recruit to executive positions in the NHS, particularly to the position of CEO. The chief executive carries the statutory responsibility as the senior responsible officer. An awful lot falls on that person's shoulders.

We had a large number of applications, but only one candidate met the criteria. That was determined through a process that vetted the applications against the criteria. Even then, we ran a full, open and transparent interview process.

That process included stakeholder panels consisting of staff, patients, governors and external partners. We are very grateful for the time and commitment of those who generously gave of their time to participate.

The final panel interview consisted of myself, another NED, an independent CEO of another NHS Trust, our lead governor, a service user and a representative from NHS England. We would normally have the CEO of the Northeast London Integrated Care Board, but she unfortunately was ill on the day.

The final steps in the process saw the Board of Directors Remuneration Committee receiving and approving the recommendation of the panel. That committee is comprised only of non-executive board members. Lastly, the recommendation was presented to the Council of Governors for approval. It is important to note that this is a non-executive appointment and what the council approves is that we followed the Trust's process for appointment of a CEO and that it was fair open and transparent.

I would like to express my heartfelt thanks to so many of you who participated in this appointment and to those who came to speak with me to share your views.

Huge congratulations to Lorraine Sunduza, OBE, CEO. I hope we do not need to do this again anytime soon.

Eileen Taylor



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