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Special feature

Good mental wellbeing
and how to achieve it
Introduction

I would like to extend the season's greetings to all our staff, patients, service users, partners and commissioners.

This is our third edition of NELFT News. We have received positive feedback about its contents so far and hope you continue to find it both informative and interesting.

With 1 in 4 of the UK's population affected by a mental health problem such as depression and anxiety at some point in their lives, encouraging resilience in the face of mental health problems is vital, so this edition contains a triple page spread on coping with mental health issues.

Rather than just focusing on treating or managing symptoms, NELFT clinicians and healthcare staff devote much of their time helping patients to recover. A recovery programme is created for every patient, which combines both conventional treatments with recovery opportunities such as physical activities and group therapy that promote overall wellbeing and build up patients’ resilience and confidence to cope with their mental health problems. It ultimately reduces hospital admissions and long stays.

All our health teams are set up to provide holistic care. This approach improves patient outcomes so we place greater importance on continuing our work with health and social care partners and our patients groups to provide a comprehensive, person-centred service.

As 2014 closes, it is a time to reflect on the challenges NELFT faced this year in its effort to provide quality health services to its communities. Getting our services right is important to us, our staff are encouraged go that extra mile to provide high quality, person-focused services.

My thanks to all our staff for their contribution in 2014. Our flexibility in the face of tough financial constraints, the need to continue embedding health and social care changes, while meeting the needs of our commissioners and service users and patients has put us in good stead as we approach 2015.

John Brouder
chief executive, NELFT

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Innovation Cave
NELFT's 'Dragon's Den'

NELFT believes its workforce has a reputation for being progressive, innovative and for continually improving services for local people. These are the qualities that reflect our values.

Ideas about new ways of working and service improvements often come from our frontline staff. We can bring an idea to life through our Innovation Cave initiative; providing a kick start to make an idea a reality. This ultimately makes a real difference to patients’ experience and satisfaction of our services.

The Innovation Cave is set up to run like the BBC’s Dragons’ Den programme. Teams of staff who are shortlisted pitch their ideas for service improvements to a panel of directors and clinicians. Successful teams receive funding from a pot of money that they must spend the next year. To make the shortlist, contenders must show how their ideas meet NELFT’s core objectives, which are to improve patient experience, safety, clinical effectiveness, value for money and to provide quality services.

Past Innovation Cave winners include a patient education programme for the coronary heart disease service, an inpatient medicines management system, and training for the Waltham Forest community drug and alcohol team on how to run a community radio station.

NELFT’s estates department is currently rolling out Phase III of its strategy that includes plans to find suitable locations from which integrated services, or ‘one stop centres’ can be provided. For more information about NELFT’s specialist children’s services, visit www.nelft.nhs.uk

Redbridge Child Development Centre

Redbridge families who have children with special needs are now attending a recently refurbished centre in Grove Road, RM6 4HX.

The centre’s move from its former location in Kenwood Gardens is the first step towards creating a one-stop centre for children in Redbridge with complex needs. It opened its doors formally at its new address on 23 October 2014.

Parents and local support groups were involved in the design and décor of the centre as well as the development of its appointment system.

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NELFT nurse wins Rising Star of the Year award

Substance misuse nurse officially recognised

Senior substance misuse nurse Emma Selby recently won the prestigious Nursing Times Rising Star of the Year award. With 800 applications, the judging panel of 82 influential and senior people from the nursing profession had a big task on their hands.

A star in the ascendancy since qualifying in 2012

Emma has worked at NELFT since qualifying as a mental health nurse in 2012, starting at Brookside, the young people’s mental health unit. She now works for the Waltham Forest Tier 3 child and adolescent service and was nominated for the award by a service user when working for Fusion, the young people’s substance misuse service.

Speaking about her success Emma said: “I was so honoured to have been nominated and was shocked to have won as there were so many talented nurses in my category.

“I am very fortunate to have worked with some of the best nurses I know, and I would like to thank them for supporting and encouraging me. Without them I wouldn’t have won this award.”

Great to see a young nurse dedicating herself to her peers

Judge Anne O’Brien said: “The Rising Star category is about looking for people whose skills and ideas inspire others to follow their example. For us, Emma was an excellent example of this. It is great to see such a young nurse taking action and dedicating herself to help other young people with mental health problems.”

NELFT in running for top medical award

Our integrated care team (ICM) in Havering joined an elite cadre at the 2014 Health Service Journal awards. They were shortlisted for an award in the Long Term Conditions category.

The multi-disciplinary team helps patients reduce avoidable hospital admissions, delivering a co-ordinated model of care.

The team work in six clusters across the borough. The patients they treat are identified from a variety of sources, including GPs, health and social care agencies, secondary care, the voluntary sector and self-referrals.

Paula Lightfoot, lead community matron with the Havering ICM team, spoke of her immense pride at being nominated for the prestigious award.

BME Pioneers scoop HSJ awards

More accolades for NELFT staff from the Health Service Journal (HSJ) awards.

Joseph Lindo, assistant director of universal services for children (Waltham Forest) and Robin Sookhan, manager at the Waltham Forest access and assessment and psychiatric liaison team were both recognised as BME (black and ethnic minority) pioneers by the HSJ.
In recent years, both researchers and clinicians have been moving away from viewing mental health in terms of the presence or absence of symptoms. Instead, the focus is now targeted on discovering what it means to be in good mental health, and what we can do to foster our own mental being.

Sue Smyth, NELFT interim director for nursing, explained: “The focus of mental health services at NELFT is to treat and care for as many people as possible in their own homes. Our service users tell us that wherever possible they want to avoid lengthy stays in hospital and avoidable admissions.

Sue continued: “So as well as more traditional medical help, the road to recovery for our service users also focuses on physical activities, programmes and group work. This practice helps promote overall mental and physical wellbeing.”

**Supporting recovery and building resilience**

Asif Bachlani, NELFT consultant psychiatrist and associate medical director, added: “Putting recovery into action means focusing care on supporting recovery, and building the resilience of people with mental health problems, not just on treating or managing their symptoms.

“So, rather than spending most of our time stopping our service users from being at their worse, our clinicians and healthcare staff devote much of their time to ensuring they are at their best.”

There are a variety of NELFT mental health recovery services to choose from.
Our mental health services

NELFT provides community and inpatient mental health services in four boroughs - Barking and Dagenham, Havering, Redbridge and Waltham Forest.

Our specialist inpatient mental health facility is based at the Goodmayes Hospital site, and Brookside, our young people’s inpatient facility is based at Barley Lane, Goodmayes.

Our mental health services include:

- Specialist inpatient and community treatment for people experiencing acute mental illness
- Help for children and young people with emotional, behavioural or mental health difficulties
- Care for people with dementia
- Support for people with problems associated with drug and alcohol misuse

Information on our mental health services are available at www.nelft.nhs.uk/services/mental_health

Keeping active

It is well known that good physical health promotes overall wellbeing. With this in mind, NELFT offers various physical activity schemes mental health service users can take part in.

One of these is the successful award-winning Coping Through Football project, available in the London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest.

Coping Through Football is a transformational project provided by NELFT in partnership with the London Playing Fields Foundation and Leyton Orient Trust. The project has been recognised by the Department of Health as a model of best practice in the recovery of people with long term mental health problems and our goal is to increase the number of young people and adults who benefit.

For more information about Coping Through Football visit: www.copingthroughfootball.org
Artfulness

Many of our wards hold regular activity groups for people who need an inpatient stay. These range from art therapy classes to discussion groups and from exercise classes to self-help sessions, so that when service users return home they are more prepared.

The ward staff hold service users groups where they can contribute their ideas on how to improve the running of the service.

Top of the class

The in-house school at our Brookside adolescent mental health facility enables young people who require an inpatient stay, and also drop-in support sessions, to continue with their education up to A’level standard. The school’s head teacher is employed by NELFT.

It’s good to talk about mental health – we are just a phone call away

For many, the barrier that stops people accessing help for common mental health issues such as anxiety and depression is not being able to talk to someone about them.

The trust’s friendly Improving Access to Psychological Therapies (IAPT) services is available to anyone over the age of 18 if they are feeling they are suffering common mental health problems such as mild-to-moderate anxiety and depression in Barking and Dagenham, Havering, Redbridge and Waltham Forest. This is a self-referral service.

Information on the IAPT service is available at www.nelft.nhs.uk

In crisis and don’t know what to do? Call Mental Health Direct on 0300 555 1000. Help is available 24/7.
NELFT Excellence Awards
Recognising outstanding performance

On Thursday 25 September, staff from across the trust assembled to celebrate this year’s Excellence Awards at Queen’s Theatre in Hornchurch. These annual awards give staff, service users and the public the opportunity to receive official recognition to an outstanding member of staff, service or team.

NELFT’s patients and partners play a vital role
This year, the trust welcomed two new categories: The Patient Hero award and the Partnership Award, both of which underlined NELFT’s commitment to making the trust a place that truly values the input of its patients and partners in everything it does.

Opening the awards ceremony, chief executive, John Brouder said: “This year’s nominations are the tip of the iceberg in terms of the compassionate care and dedication displayed by our staff and our partners.

John Brouder continued: “Whether it’s on the frontline, delivering care to patients in their home, or changing processes to ensure we work better together – each of these make us the organisation we are - one that is succeeding and flourishing in a really challenging environment.”

The winners and finalists for 2014 were:

**Barking and Dagenham**
Winner: Tissue viability nurses, Chadwell Heath health centre.
Finalists:
- Family nurse partnership, Gascoigne children’s services;
- Stephanie Sullivan, team manager, community recovery team, Barking Community Hospital.

**Basildon and Brentwood**
Winner: Dr Andy Hughes, consultant haematologist.
Finalists:
- Specialist school nursing team, Pioneer School, Brentwood.
- Basildon; Dementia Crisis Support.

**Havering**
Winner: Rehabilitation service, Ainslie unit.
Finalists:
- Carol White, deputy director inpatients Havering ICD;
- Teresa Brennan, volunteer, children’s services, Elm Park clinic.

**Redbridge**
Winner: CAMHS admin team, Redbridge Children and Adolescent Mental Health Services (CAMHS), Loxford Hall.
Finalists:
- Jennifer Greenidge and Loga Logendran, occupational therapists for the older adults community team/memory service at Goodmayes Hospital;
- Jan Geddes, operational lead, infant feeding and health.

**Thurrock**
Winner: Nina Davis, specialist health visitor.

**Waltham Forest**
Winner: Kirsty Partridge, service lead 722 Young People Service, Leytonstone.
Finalists:
- Integrated Care Management team, Hurst Road; Karen Tynan, staff nurse Inpatient and Acute Directorate.
ELFT is setting up Care City, a ground breaking research, education and training, and innovation site based in Barking.

Care City is a joint venture between NELFT and the London Borough of Barking and Dagenham. The aim is for Care City to become a centre of excellence to help deliver better outcomes for local people and act as a catalyst for regenerating one of London’s most deprived regions.

Innovation and service redesign the key to world class health and social care services

Steve Feast, NELFT executive medical director leading on Care City, said: “With the health and social care sector facing remarkable challenges as the population increases and ages, it is recognised that innovation and service redesign are essential if we are to continue to deliver world class health and social care services. “We aim to make Care City a centre of excellence innovating how integrated community care is delivered which will be recognised across the UK and internationally.”

Care City will be based at Wigham House, Wakering Road, Barking IG11 8PJ as an interim site while a permanent home is developed.

Partnership working is key to a world class future

Care City will bring together health and social care professionals with researchers, education providers, technology experts, small and medium companies, social entrepreneurs and the voluntary sector to develop the workforce and healthcare products of the future. It will also aim to create local employment for local people and will be a centre where research is conducted into frailty and long term health conditions.

A brilliant opportunity to work together

Councillor Maureen Worby, chair of the Barking and Dagenham Health and Wellbeing Board said: “This is an absolutely brilliant opportunity to work together and the council will do all it can to make this happen.”

Graham Farrant, chief executive of Barking and Dagenham Council, said: “Care City will provide a huge boost to the local economy creating new jobs providing the opportunity for local residents to gain skills to support local residents and to create new businesses.”

For more information, contact the Care City project team on 0300 555 1201 ext. 66228, helen.oliver@nelft.nhs.uk

For news updates visit www.nelft.nhs.uk

Are you a local budding entrepreneur?

Care City aims to create a network for local people who have ideas about how to create services which can help the community to better self-care. If you have an idea you would like to explore with us, contact the Care City project team.
Celebrating World Mental Health Day

World Mental Health Day aims to raise awareness of mental health issues around the world, with this year’s theme being ‘living with schizophrenia’.

NELFT marked this year’s World Mental Health Day on 10 October by holding information events that highlighted the support and care on offer and how good physical health can help promote overall wellbeing.

The mental health liaison team, part of the Redbridge older adults mental health team, held an information event at Queen’s Hospital, Romford, to promote the services and help people who have mental health problems. There was also support available for carers.

Sharing advice on mental wellbeing with the Barking and Dagenham community

NELFT’s children’s, adults and older adults mental health teams in the London borough of Barking and Dagenham met with an audience of Barking residents at the Barking Learning Centre and shared information and advice on achieving mental health wellbeing.

Football helps with recovery

The Coping Through Football project developed by NELFT in Waltham Forest, which helps service users with their recoveries, held a six-a-side football tournament at the Score Centre, Leyton, on 16 October to mark World Mental Health Day.

For more information on the Coping Through Football scheme, contact Sonia Smith, project co-ordinator on 07538 101450, sonia.smith@nelft.nhs.uk

Dementia Crisis Support Team (DCST) scoops top innovation award

The Dementia Crisis Support Team (CST) works in an innovative way to provide crisis intervention for people with dementia. This helps avoid inappropriate admissions to hospital. It does this by delivering integrated physical and mental health care and working closely with social services and the voluntary sector.

The NHS Innovation Awards ceremony was hosted by the BBC television Look East presenter, Susie Fowler-Watt on 24 September at Girton College, Cambridge. Winners received a trophy and £2,000 to be used towards the further development of their idea. All finalists were given a small trophy and certificate.

Extreme joy and pride

Dr Qazi, consultant psychiatrist in old age psychiatry and associate medical director at NELFT said: “It was a moment of extreme joy and pride to receive this award. It is great to see the hard work, commitment and dedication of the DCST team get recognition on a national level for the work they are doing to help people be cared for in their own homes.”

NELFT Long Term Conditions team make the final

The 2014 competition was open to staff working in Health Enterprise East’s member trusts across the NHS to put forward their ideas for products and services, which will benefit patients. This year there were five categories: Long Term Conditions Management, Patient Safety, Software/ICT/Assistive Technology, Patient Dignity and Experience and Medical Technology. Included in the final line up for the Long Term Condition Management category was NELFT’s Julie Taplin from the diabetes service based in Basildon. Julie made the final round due to her work delivering group education sessions for people with diabetes.

Dr Anne Blackwood, Health Enterprise East Chief Executive said: “This is our ninth Annual Innovation Competition Awards and as with all our previous competitions, we have received a fantastic response from our member trusts across our five categories.”
Stalls galore provide free health advice to the Redbridge community

This September saw the second of NELFT’s Healthy Living Roadshows visit Redbridge Library in Ilford town centre where over 70 members of the public received tips on how to maintain good health and manage existing health conditions.

The public were able to talk to health professionals from NELFT’s local voluntary sector which included stop smoking practitioners, healthy eating specialists, podiatry experts and NELFT’s Coping Through Football project, which helps mental health service users with their recovery.

Eating well equals living well

Laura-Jane Hobbs, NELFT dietician, spoke to the audience about the ways to get the best nutritional support from the food we eat and help deter serious illness. Her advice included adopting the five a day challenge - to eat five or more portions of fruit and veg each day. Laura Jane reminded the audience that the nutrients in fruit and veg provide vital components that can make it less likely for common diseases such as high blood pressure, obesity, heart disease, stroke and some cancers to develop.

The day ended with Bhangra dancing from local dance and Bhangra-aerobics teacher, Bobby Ghatora, who got everyone involved in the celebrations, including our chief executive, John Brouder.

Trust governor elections for Essex

NELFT currently has vacancies for staff and local people in Essex to join our Council of Governors. As a governor you will help NELFT respond to feedback from people who use our services will be a vital part of ensuring that we operate in line with NHS guidelines.

Elections will take place in early 2015 and we have vacancies in the following areas:
Public members: Brentwood (one vacancy)
Thurrock (one vacancy)
Staff: Basildon and Brentwood (one vacancy)

Your chance to shape future NELFT services
As well as representing the interests of our members, governor’s responsibilities include shaping and endorsing NELFT’s future strategies and carrying out a range of statutory duties including appointing the chair and our non-executive directors.

We’re looking for potential governors who have an interest and enthusiasm for supporting our work and who can attend regular Council of Governors’ meetings.

Taking your interest forward
If you’re interested in standing as a governor, please get in touch with the membership office. You will be invited to the open days that are to be held in Essex at the start of the year where we can answer any questions you may have about being a governor with us. We can put you in touch with an existing governor to talk about the role in depth and guide you through the nomination and election process.

We’re committed to supporting our governors and should you be elected we will provide you with ongoing training and information and encourage your participation at our outreach events where we meet NELFT’s membership and answer questions from the public about our services.

We also have one vacancy for our ‘Rest of England’ constituency for those members outside of the areas we serve who wish to stand for election.

For more information please contact: Tracy Williams, governor and membership manager, via tracy.williams@nelft.nhs.uk or on 0800 694 0699.
Become a member
Becoming a member of our trust is a great way to learn about what we do, have your say and have a direct influence on the decisions we make.
Being a member means you can:
• become actively involved in the work of the trust
• get a better understanding of the health services we provide
• make sure your views are heard
• receive our quarterly magazine
• select governors for the Council of Governors, and stand for election yourself
• work with us to tackle some of the issues that our service users and patients encounter
• help us to communicate with the wider community

Being a member is free. You are not committed to being involved in the work of the trust. You can be involved as much, or as little, as you want.

To find out more about membership, telephone 0800 694 0699 or email membership@nelft.nhs.uk

Feedback on our services
You can give feedback about our services via Care Connect. Care Connect aims to improve NHS services by providing ways for patients, service users and carers to tell trusts when things are going well and when they are not, so we can do something about it.

You can give feedback:
Online at www.myhealth.london.nhs.uk/careconnect/myhealthlondon
By text to 61114
Twitter @CareConnectNHS
Facebook at www.facebook.com/CareConnectNHS
Phone (0800 151 0023 from a landline or 0300 200 0023 from a mobile) 24 hours, 7 days a week.

Work for us
All our vacancies are advertised online on www.nhsjobs.nhs.uk

Diary dates
Trust board meetings
Meetings are held on the fourth Tuesday of the month.
Venue: Trust Head Office, Goodmayes Hospital, 157 Barley Lane, Ilford, Essex IG3 8XJ
Dates: Tuesday 27 January
Tuesday 24 February
Tuesday 24 March
Time: 10am
For information please contact the trust secretary Helen Essex on helen.essex@nelft.nhs.uk

Governor Information Forums
Venue: Trust Head Office, Goodmayes Hospital, 157 Barley Lane, Ilford, Essex IG3 8XJ
Dates: Wednesday 28 January
Wednesday 25 February
Time: 3.30pm – 5pm

Formal Council of Governors meetings
Venue: Trust Head Office, Goodmayes Hospital, 157 Barley Lane, Ilford, Essex IG3 8XJ
Date: Wednesday 25 March
Time: 3pm – 5pm

North East London NHS Foundation Trust
North East London NHS Foundation Trust (NELFT) provides community and mental health services for people of all ages in the London boroughs of Waltham Forest, Redbridge, Havering, Barking and Dagenham, and community health services in south west Essex.
North East London NHS Foundation Trust
Trust Head Office, Goodmayes Hospital, Barley Lane, Ilford, Essex IG3 8XJ
Tel: 0300 555 1200

www.nelft.nhs.uk

Find out more
Visit our website
www.nelft.nhs.uk
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NELFT news is produced by the communications and marketing team at NELFT. If you have any questions, would like this magazine in a different format or would like to suggest articles for future issues, please email communications@nelft.nhs.uk