In the year ahead we’re intending to stay focused on our journey toward becoming an excellent provider of mental health services, challenging as this will be in the current economic climate. An important step in validating our progress will be achieving the status of a Foundation Trust (FT) and joining the seven out of 10 mental health trusts in London that have already met these standards.

It makes sense to involve our local community and those who buy and monitor our services as we develop, so that we provide what people want and need. This will also help ensure that we’re judged fit to become an FT. So, we’re consulting about our future plans, starting on Saturday 8 July for 16 weeks.

As I’ve said before, our decision-making as an FT will increasingly be local, as opposed to central, which will enable us to respond more rapidly to service users’ and carers’ needs. Local people will have a much greater role in the planning and design of our services, which brings the potential to significantly improve patient and staff experience. The mechanism for this is our Council of Governors.

The Council of Governors will represent local communities and NHS staff, our key stakeholder groups, and partner organisations such as the voluntary sector and universities. They will monitor our performance and help to safeguard public interest and compliance, and make sure we live within our means. A big part of the consultation relates to how we set up this Council – and we need your views.

We’re proposing that there will be around 30 governors in total, four of whom will be elected members of staff, each representing key staff groups. There will be 16 elected ‘public’ governors under our proposals (including service users and carers), as well as 10 appointed from partner organisations. It’s essential that public Governors exceed all other Governors, to give assurance that we’ll continue to work collaboratively with, and remain accountable to, the people we serve.

Another important aspect of being an FT is that we need to build an active membership base – all members are entitled to stand in the elections for governor. We’re involved in numerous events over the summer including local carnivals and festivals in our London boroughs to recruit members and will be sharing the consultation with our community at the same time. Please consider volunteering for these – staff who have, say they’ve really enjoyed it!

We’ll be talking to staff about the consultation over the summer. I hope that as many of you as possible will attend the staff forum in your area in the coming four months so that you have your say in the consultation AND understand what’s involved in standing for election and being a governor. This is your chance to have a say in the important decisions we make to improve services in our drive for excellence. I urge you to get involved and vote, and consider standing as a governor if you can.

Peter Cubbon, Chief Executive

On the cover:
CEO, Peter Cubbon, launches the Foundation Trust public consultation with Margaret Rioga, Service User and Carer Involvement Lead for the Specialist and Forensic Clinical Service Unit.

Trust news

Foundation Trust consultation underway

The four month consultation with staff, service users, carers, community members and Trust partners kicked off officially on 8 July and will last until 27 October.

As many local people as possible, including carers and service users, are being invited to have their say and also to become Trust members.

Chief Executive Peter Cubbon said: “We want the voices of people who use our services, their friends and family, our staff, our community and partner organisations to have more influence in helping us to improve services.

“FT status gives us this flexibility. We have started the journey and now seek your feedback on our plans.”

A series of events for staff, service users and carers will be held across the Trust to give everyone an opportunity to ask questions and have their say.

Staff events
Staff will get the chance to put their questions direct to Peter Cubbon at staff forum in each borough. The first of these was held in Hounslow in July.

Other staff forum dates will be posted on the Exchange.

Service user, carer and public events
Service users, carers and local people will be able to learn more about our plans for achieving excellence and FT status at a series of meetings which will take place over the coming weeks.

The Trust is contacting over 400 local groups and organisations to seek their views as part of a major consultation.

Any members of the public and staff can also contribute to public consultation events hosted in each of the three boroughs and at Broadmoor Hospital between now and October.

These events will be part of the Trust’s Board meetings. Details will be published on our website soon.

What are we consulting on?
As part of the move to FT status we are seeking views on who should make up our stakeholder constituencies, who our Governors should represent and what our name should be.

We’ve added new consultation pages to the Trust’s website at www.wlmht.nhs.uk. It’s also available on the staff intranet, the Exchange.

Contact us
If you want further information about the consultation or a copy of the consultation document, please contact our FT consultation team: 020 8354 8325 or email them at ft@wlmht.nhs.uk

Annual General Meeting

The Trust’s Annual General Meeting (AGM) will be held on Wednesday 21 September at Ealing Town Hall.

Service users, carers and any interested members of the public, as well as staff, are welcome to attend.

It starts at 12.30pm and will last about two hours. Please come along to find out how the Trust has performed over the last year and our plans for the future.
Mental Health Matters

‘Excellent’ one stop memory shop

The Hammersmith and Fulham memory clinic has been accredited as “excellent” by the Royal College of Psychiatrists. The service, run jointly with Imperial College London NHS Trust, is for patients with early stages of Alzheimer’s disease and other cognitive and neurological impairments.

Dr Michael Phelan, Clinical Director of Local Services said: “I’m delighted the Royal College has acknowledged the high level of collaboration required to run this outstanding service. The accreditation is especially meaningful as evaluators considered the views of patients, carers, staff and GPs as well as the clinic’s processes and procedures.”

Dr Stephen Orleans-Foli, Consultant Psychiatrist and clinical lead for the service, said: “Patients of services like this can often feel as if they are being passed from one specialist to another.

The memory clinic is different. Team members meet to discuss the care of patients before their appointment, reducing the need for additional specialist referrals. They receive information about their diagnosis, and the tools and support to live independently for as long as possible. If they are well enough, they can get blood tests, MRI scans and neuropsychological tests all done on the same day.” Patients can also receive assessment over several weeks at the St. Vincent’s Day Hospital.

Dr Sam Navrouz, a consultant at the Lammas Centre in Ealing, has been honoured with a Teaching Excellence Award by Imperial College London for his work training undergraduates.

Dr Navrouz said: “It’s a real honour to be given this award. But this is a reflection of the hard work put in by many different people who share the responsibility of educating the next generation of medical professionals.”

Professor Karim Meenan, Deputy Director of Education at Imperial College, said: “We’re delighted to be able to recognise Dr Navrouz for his outstanding contribution to the teaching programme at Imperial. We value the work of West London staff immensely.”

Trust doctor receives coveted teaching award

Seamus O’Hara, the Trust’s acting Patient Safety Advisor, has been named Special Constable of the Year by the Metropolitan Police. They also awarded him a High Commendation for his innovative mental health training programme while working on the Hospital Watch Scheme.

Seamus said: “I’m honoured and humbled to win these awards. I’m especially pleased that I was able to use my knowledge of mental health issues to help reduce stereotypes and keep people safe.”

HR training award

The Approved Clinician Section 12 Training course run by WLMHT is celebrating its tenth birthday. The training is rated as the best in London and routinely attracts top professionals from around the world.

The scheme is run by Kevin Towers, Head of Mental Health Law and Dr Sujoy Mukherjee, Consultant Psychiatrist and Clinical Lead for the Cognitive Impairment and Dementia Pathway.

Senior lawyers and tribunal judges provide most of the training, alongside Kevin and Sujoy. In July 50 psychiatrists, including Professor Bhugra, former president of the Royal College of Psychiatrists, and other allied mental health professionals took part in the training at the Novotel, Hammersmith.

The Section 12 Training is a legal requirement in order for consultants to maintain their Approved Clinician status and look after patients detained under the Mental Health Act. “We were absolutely delighted to welcome Professor Bhugra on the programme, this is a real reflection of the quality of the training we aim to provide.” said Kevin.

The WLMHT programme receives consistently excellent feedback from the London Approval Panel. In 2009 over 300 doctors were trained in order to meet a deadline set by the Department of Health.

For more information or to book a place, contact Kevin on 020 8354 8137, email kevin.towers@wlmht.nhs.uk

Broadmoor Hospital has ‘excellent’ ECT services

Broadmoor Hospital’s ECT team has been accredited with excellence by the Royal College of Psychiatrists’ Electroconvulsive Therapy Accreditation scheme. Dr Morris Vinestock said: “Since a critical report in 2008, we’ve developed a new ECT team, begun working with the Anaesthetics Department of the Royal Berkshire Hospital, updated our facilities, equipment and systems and invested in staff training. The ‘excellence’ rating is a clear recognition of everyone’s efforts to develop and deliver the highest standard of care and services to patients.”
New IT chiefs raring to go!

Information Management and Technology (IM&T) have two new top guns

Apu Patel, 36, joined the team last September as IM&T Programme Manager, responsible for operational management of its capital programme. He’s an experienced project manager with a background in the private and public sectors.

Ben Sladden, 41, joined last August and is the new Head of Information, Communications and Technology – in charge of making sure new technology is fit for purpose and works, as well as managing the infrastructure of the current ICT system. He’s led an extensive career in the private and public sectors.

They’ve already got video conferencing up and running across the Trust. It’s now available for all staff. All you need to do is book your room (see chart opposite) and book your video link via the Contact Centre on extension 4600.

Hard on its heels will be remote access, enabling staff to work reliably from any location with internet or 3G access, using a Trust-approved laptop.

Plans are afoot to replace the current Novell IT system with Microsoft Active Directory – a change that will enable faster log on times, easier user management and the integration of popular devices such as i-phones and i-pads. A new email system using Microsoft Exchange and Outlook will follow.

Among Apu’s projects is a 3-year plan, currently in its infancy, to revolutionise the way we hold and share patient records, Human Resources files and financial information.

“Ben, and I work together as a team,” says Apu. “It’s always a joint effort. My role is to keep the projects on budget and on track.” Ben’s role is to make sure all its technical aspects are perfectly aligned and delivered.

“We want to hear from staff about what they want, and deliver ICT systems that work for them.”

Ben, a keen fly fisherman who commutes daily from near Southend-on-Sea said: “What gets me up in the morning is the challenge and the people I work with. There are so many great people here and I want to keep modernising the system we all work with while maintaining what we’ve got at a good level.”

Apu, a keen golfer and father-of-one from St Albans, said: “If anyone in the business has a new requirement, we can help develop the solution that meet their needs.”

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The IM&T Programme Office can be contacted on extension 8764.
What does your new job entail?
This new role is primarily about taking the child and adolescent mental health service into the future. We want to be able to respond to changes in the health economy, and develop a consistent reputation for excellence, innovation and creativity.

In a competitive market, GPs, schools and other commissioners will only buy our services if we're at the very top of our game. It's not just about surviving but really thriving and building on what we already have.

What are your immediate priorities?
We need to get the basics in place by developing a consistent management structure across the current services and making sure we have a way of setting strategy, making decisions and monitoring how well we are doing.

I want to get all staff involved from day one so that everyone owns the strategic context and their place within it. This is a staff group who are truly dedicated and passionate about their work, and everyone has a part to play.

Ultimately, I want children and families who are given a choice, to choose WLMHT. I intend to work on what's most important and focus energy where I feel I can make the most difference.

What are your thoughts about the future of CAMHS?
There are a lot of very dedicated and skilled people in the service. I passionately believe in teamwork and enjoy playing to people's strengths. Bringing individual commitment to a group effort is I think how our service will thrive in the future.

Will you continue to do clinical work?
For me the two roles go together and are inseparable. Patient care is what keeps me rooted in what really matters and why we work here in the first place. I always need to see the link between decisions made at a management level and the individual patient I’m going to see that day.

How do you relax when you’re not at work?
I love being outdoors. I do a lot of long-distance hiking and trail running.

Describe yourself in four words?
Focused, energetic, resilient and sensible.

Dr Vijay Parkash
Head of Child and Adolescent Mental Health Services (CAMHS)

Dr Vijay Parkash was appointed Head of CAMHS in May 2011. She is also the lead for the children, young people and families care pathway.

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Ready Eddy go!

Super fit Edward Vandi, Harrogate Ward Team Leader, knows all about the benefits of getting to work under his own steam.

Having recently bought an electric bike as part of the Cyclescheme (it helps him get up the hills), he cycles from Reading to Crowthorne and back, a daily ride of 36 miles or a whopping 180 miles a week.

Not content with the amazing effects the daily commute has on his wallet, fitness and the environment, Edward encourages his colleagues to get on their bikes too.

He said: “I’ve explained the advantages of cycling, given them journey preparation tips and offered the use of ward showers to any ward staff who do not have access to washroom facilities. As the redevelopment gets underway there’s the possibility of an upgraded cycle rack and a new shower block, which are all really good incentives to cyclists and could see more staff taking it up.”

We’re working with health service partners in our local boroughs to make sure we’re playing a part in the ongoing discussions about changes in the local health economy.

A group of our senior managers and clinicians recently attended a workshop run by NHS Ealing. Pam Scott, Head of Programme Management Office, said: “The aim of the workshop was to improve collaborative working between care organisations in Ealing and strengthen local clinical leadership to deliver the national Quality, Innovation, Productivity and Prevention (QIPP) agenda. Now, more than ever, it’s crucial that we work very closely with our local partners so that together we make the best possible use of the resources available for healthcare in our local communities. It’s our aim to make sure we’re involved in key discussions around commissioning plans for west London.

“We worked with GPs and other colleagues in discussion groups looking at issues such as the predicted increase in dementia and how this will affect services locally, and the work we need to do together to reduce hospital admissions for mental health patients.

“A number of common themes came out of the various discussions including: the need for close working between all parties in today’s rapidly evolving healthcare economy; the need for shared responsibility for case management; the need for improved information flow between primary and secondary care services; and the need to develop our workforces to meet the changes in health provision.”

“This day was also useful because we heard about the plans being discussed in Ealing for the future of commissioning, and about the consultation that will be held there later in the year.”

This group of senior leaders in Ealing will continue to meet regularly to enhance their ability to work together on decisions about the future of local health services.

Similar work is ongoing in the other two London boroughs.

Wheely good...

Staff and service users who get on their bikes have been getting lessons in maintenance and security.

Charlotte Welch, from Estates and Facilities, said: “We want more staff and service users to take up cycling. It’s a great way to get around.”

The special events, organised as part of National Bike Week, included breakfast for those arriving by pedal power and bike maintenance sessions. Police officers provided free security marking.

Recycle for charity

A new scheme at the Trust means that we can now recycle all toner cartridges, ink cartridges and inkjet cartridges.

Recycling and reusing cartridges is environmentally friendly and will help reduce the estimated £5 million cartridges dumped in landfill sites each year in the UK.

Where you don’t already send used toner cartridges back to the manufacturer, please package up your undamaged empty toner cartridges, ideally in their original packaging, (taped shut), or in a suitable box/container (taped shut) to protect them, as damaged cartridges cannot be reused or recycled.

When you’ve got a few ready for re-use, please deliver or send via the porters to I&MT at St Bernard’s (for all London sites) or to the Estates and Facilities department for Broadmoor Hospital. They will then be collected, sent for reuse and money raised will be donated to the Trust’s Challenging Stigma Fund.
This year we’re heading to the Ealing Mela on Sunday 4 September, from 1 to 8pm, with Time to Change (TTC), the national mental health awareness campaign. We’ll pitch our tent alongside TTC’s ‘living room’ complete with sofas, imitation fire and TV.

The Trust is involved in the national ‘Time to Talk’ roadshows. We aim to hold 1000 conversations about mental health and we’ll recruit to our membership and anti-stigma campaign, Open Minds, at the same time.

We need 30 volunteers to join us. Could it be you, or someone you work with?

**What's involved?**
We’re asking staff, service users and carers to do a 3-hour shift to encourage people to join our Open Minds membership and anti-stigma campaign.

We’ll pay reasonable travel expenses (staff can claim through the normal process) and provide lunch.

You’ll receive a volunteer’s pack and training for two hours on Thursday 1 September.

Trust member, Liam Storey, 26, said: “I’ve volunteered at many events. I always have a great time. We can help decrease stigma by getting out there and educating people.”

It’s also a great way to meet people and looks good on your CV!

Want to help? Contact member@wlmht.nhs.uk, or 020 8354 8325.

STOP PRESS: So far we’ve recruited 240 members at Greenford and Acton Carnivals – a fantastic result!

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**Summer festival fun**

**Festivals, entertainment, music, food and fun!**

Want to join us?

As part of our Foundation Trust (FT) plans, we’re building our staff membership base. Everyone who is paid by WLMT will automatically be signed up as a member, unless you request not to be.

As a member, you can contribute your ideas on how we can improve and work with the Trust’s board and partners. You can take part in elections for the governing body and run for governor.

Members’ details are held on a secure database. We will copy your HR details for you, including your name, gender, address, date of birth and contact details. This enables us to tell Monitor (the independent regulator of trusts) about our membership and send you information, for example about our Trust elections.

If you don’t want to be a member, send an email with your full name, job title and contact number to member@wlmht.nhs.uk, saying you want to opt out. Of course, you won’t then get the members’ newsletter or be able to take part in the Trust elections. We hope you will decide to support the Trust by remaining involved.

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**Staff membership and your information**

As reported in June’s Team Brief, last year’s NHS staff survey showed that we need to do more to improve staff “engagement”.

The results of the survey showed some encouraging signs, and also that we have a long way to go.

Here we summarise some of the key results and explain what the Trust is doing to address the issues you’ve raised.

**The results**
The survey, completed last autumn by 44% of staff across all sites, focussed on the extent to which staff feel “engaged” with the Trust’s work – in other words, the extent to which you, as a member of staff, feel committed to its purpose and goals and will go the extra mile to help achieve them.

The 2010 survey results were disappointing in some key areas, particularly:

- Whether staff would recommend the Trust as a place to work or be treated
- Whether staff look forward to coming to work and are enthusiastic about it
- Whether staff feel able to contribute towards improvements at work.

We scored poorly compared to other Mental Health Trusts in these areas – among the bottom 20%.

On the positive side:

- The Trust scored above average for staff satisfaction with the quality of work and patient care they provide. A further 10% increase on this score would put us among the best.

The results of the survey showed that we need to do more to improve staff “engagement”.

The next staff survey will be in the autumn – please take part. Your comments will help us to keep improving.

---

**Staff survey – our actions**

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**Our focus and actions**

To improve staff engagement we particularly want managers to:

- Provide greater clarity, feedback and support to staff
- Encourage genuine two-way dialogue with staff, so they feel involved and valued.

These are some of the key actions already agreed by the Board:

- Continue to promote our values – togetherness, responsibility, excellence and caring. They help staff, service users and carers understand what’s expected on a daily basis.
- Continue to focus on PDR training for managers, so we all have clear objectives, know what is expected of us and get regular and constructive feedback.
- Ensure we have open consultation processes to encourage dialogue across the Trust.
- Set up a special fund to put into practice some of the best staff ideas.
- Continue to promote our values – togetherness, responsibility, excellence and caring. They help staff, service users and carers understand what’s expected on a daily basis.
- We've raised our levels of compliance with appraisal and performance development plans. This follows a Trust-wide drive.
- We are among the best in:
  - Mandatory training accomplishment, particularly in health and safety and equality and diversity. This is an area we’ve focussed on, so we’re pleased with this result.
  - Reporting of errors and near misses.

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**Linda Akum, Ealing Admin Assistant**

Mental Health Matters
Mental Health Matters

**Time to talk**

Medical Director, Dr Nick Broughton, has created a new meeting for all Trust consultants to discuss common concerns and share ideas. Nick, who became Medical Director in October 2010, said: “I was conscious that there are relatively few opportunities for consultants from across the Trust to meet as a group and that in an organisation like ours we cannot rely on written communication alone.”

“Staff can help reduce stigma, study shows”

A study of stigma experienced by service users has found that staff, as well as the public, may contribute to feelings of stigmatisation.

Dr Carlyle London, Lead Nurse for Education and Training, conducted the survey as part of a PhD thesis. He studied 132 service users whose contact with the Trust ranged from one to 10 years.

The study paid special attention to the influence of education, age and gender on perception.

Results showed that, regardless of education, all service users reported high levels of stigma and that in some cases this led to social exclusion, with male users experiencing slightly more than female.

One patient who took part commented that he had been given medicine “but not much else.” He said of healthcare professionals: “They don’t listen to what I have to say about my mental illness.”

Carlyle said: “This study shows how important it is for mental health professionals to examine their own attitudes and be aware of how they may impact on service users.”

If you’d like to know more, contact Carlyle on 020 8354 8527 or email him: carlyle.london@wlmht.nhs.uk

**International nurses’ day**

Nurses across the Trust have been celebrating International Nurses’ Day – the 191st anniversary of Florence Nightingale’s birth on 12 May 1820. Staff from the West London Forensic Service wore brightly coloured traditional dress to mark the day. The Trust also launched its new Nurse Executive Council – a committee which will help set the direction of nursing in the Trust.

Carers’ event

One hundred carers attended a special event organised by the Trust at St Andrew’s Church in Ealing. The National Carers’ Week event in June was aimed at helping carers to network and support each other as well as to discuss ways of improving the service they receive from the Trust and its staff.

WLMHT Chief Executive, Peter Cubbon, opened the meeting. Other speakers included Prof Sue Bailey, incoming President of the Royal College of Psychiatrists, and Dr Hugh Griffiths, National Director for Mental Health at the Department of Health.

Carers heard about changes in national mental health policy as well as local changes. Peter Cubbon said: “I was delighted to be invited to the event by Mahbub Khan, one of our carer leads. Carers are so often the unsung heroes and it was humbling to hear from those who stood up and spoke openly about their personal experiences.”

**Involvement matters!**

Who better to learn from about the quality of our services and how we should develop them, than those who use our services? If we work with them on evaluating our current performance and on devising our future plans, it will make a big difference to achieving our vision of providing excellent mental healthcare. This kind of joint working also supports service users’ recovery and helps maintain their wellbeing through engagement in meaningful activities.

And we must never forget that carers make a huge contribution to recovery and wellbeing – but they need strong support from us too. This is what involvement is all about.

We’re making some changes to the corporate role in involvement at the Trust. Responsibility for Trust-wide involvement now sits within the Communications and Involvement Team, under the leadership of Lucy McGee. The team includes Megan Singleton, Involvement and Membership Manager, and Pat McGrath, Involvement and Volunteers Manager.

Lucy said: “We aim to better support all the great work that’s happening in the services and help make good practice ‘common practice’ across the Trust. Local involvement leads will work closely with Meg and Pat as a ‘virtual’ involvement team.”

“Local involvement leads have worked with us to create a strategy with four priorities in year one.

“Co-production is our goal,” said Lucy.

“We’ll also be working with service users and carers to produce a range of training that can be delivered and experienced as continuing development, in line with a recovery-based model.”

If you’d like to be part of the “involvement movement”, please contact us at involvement@wlmht.nhs.uk or 020 8354 8758.

Staff from the West London Forensic Service wore brightly coloured traditional dress to mark the day.
Learning lessons

Organisations only get better and improve their services if they learn from their mistakes.

In this new, regular ‘Learning Lessons’ feature of Mental Health Matters we plan to share with you the key action points from recent reviews of incidents.

As well as identifying some of the key issues raised in recent reviews, we also hope to highlight at least one practical solution.

Please let us have your feedback on this new section.

Here are two of the lessons learned from some of this month’s reviews:

**Care Programme Approach (CPA) documentation**

Reviews across the Trust have identified that clinical teams are frequently not documenting patients’ CPA within the correct field on the RiO recording system. All the CPA fields must be completed.

Not doing so may prevent clinical teams from being able to follow the clinical pathway that has been planned.

**Action:**
- The Trust Incident Review Group will examine the issue following the completion of current Grade 2 reviews. We will report back to you once this has been done.
- In the meantime, please take care with your RiO entries, as this will improve patient care.

**Pressure ulcer management**

The Trust is currently focussing on the effective prevention and management of pressure ulcers. Pressure ulcers, sometimes known as bed sores, can cause serious discomfort and infection to service users and can hinder their recovery. All clinical staff need to understand the risks and causes and know how they can help prevent them.

**Action:**
- The Governance Team is setting up a pressure ulcer and physical healthcare workshop on 9 September. A tissue viability (TV) nurse specialist in wound care management from Ealing PCT will be a key speaker, as well as key Trust staff. The Clinical Service Units have nominated staff members to attend this workshop and they will feed back information to local clinical teams.

By sharing the lessons of what’s gone wrong in one part of the Trust, how we’ve addressed the issues and how we will do better in future, we hope to be able to improve the quality of care we provide right across the organisation. Previously we have reported on these issues in Risk Matters. We hope that by sharing the information with a wider audience – in other words, all our readers in MHM – we will help increase everyone’s awareness of the issues and the role everyone can play in continuously improving our services, for example by reporting problems.

Looking at the 38 metre Dutch barge floating idyllically on the River Thames in Isleworth, you wouldn’t believe what it hosted.

Walk down the ramp, hear the gentle lapping of water against wood and step through the door: you enter another world – where the philosophical experience of doing, or indeed not doing, leaves the pressures of the outside world far behind.

Called Cathja, the barge provides a welcoming space for people who have experienced mental health problems, often for many years. The space, decked out as a wooden workshop and art studio, provides the opportunity for creativity.

Carl Kirby Turner, Project Director of Cathja, a mental health practitioner and the barge’s skipper, said: “On Cathja anything is possible! Our way of working enables people to gain confidence and skills. They move away from a patient’s role to a more active and positive way of being.”

Among its principles are that users have control over their involvement – they choose when and how long they come for, what they’re going to make and how they’re going to make it. Equally, they may decide not to make anything at all – it’s up to them to decide. It’s a relaxed, healing environment, a place where there is no judgement or interpretation of your creative work.

“On any day it is likely that there will be some people engaged in making utilitarian objects for themselves or others,” said Carl.

“Some will be involved in more abstract creations and others will be involved in the social environment. All these roles are fluid, reflecting the current mood and disposition of its users.”

Contrary to expectation, the culture of not having to perform energises people, says Carl. “The concept of inactivity does not really apply, as being there is taking part,” he said.

There are no assessments or reviews on Cathja, unless requested by the individual users. But spend an hour or so chatting to the staff and users and you’re soon convinced of their wisdom and the barge’s magic. The Cathja team has proved a source of support and understanding to all: they are the experts at not being experts.
Two studies need your support

Our research team is launching two major clinical trials into the effectiveness of specific drug combinations used in the treatment of schizophrenia.

The ACTIONS trial is looking at whether the antidepressant citalopram is useful in the treatment of persistent negative symptoms in schizophrenia when combined with a patient’s normal antipsychotic treatment.

The AMICUS trial aims to examine whether adding a second antipsychotic, amisulpride, is beneficial to patients with schizophrenia who have not shown an adequate improvement with clozapine treatment alone.

The studies are taking place across multiple sites in the UK and we are the lead investigators for both. We hope to recruit around 100 suitable participants from across the Trust.

The trials, funded by the National Institute for Health Research, were designed by a group of specialists, led by the Trust’s Professor Tom Barnes, all of whom have significant experience of treating people with treatment-resistant schizophrenia.

The research relies on the participation of staff and patients. We need your support to help recruit participants for these important studies over the next 18 months.

Clinical research is an increasingly key part of the Trust’s work, because it helps the development of new medication and improves existing treatments. It also helps build our reputation for being an innovative Trust that good staff want to work for.

Prof Tom Barnes said: “These trials will help address critical clinical questions about the best medication strategies for people with a schizophrenic illness that has shown a disappointing response to standard treatment.”

To find out more, contact the Trial Office on 020 7386 1220. The Clinical Trials Manager for both studies is Dr Verity Leeson v.leeson@imperial.ac.uk

Diversity spotlight

“Trans” is now the accepted term and is used by the Trust for people, either male or female, who live all or part of the time in a way not usually associated with the gender they were assigned at birth.

It covers both transsexual people who live full-time in their preferred gender, and those who live for part of the time in their preferred gender, for reasons of comfort or pleasure – sometimes called transvestites.

We’d like to hear from you about the guidance we’ve developed on caring for the needs of our trans users and staff. The consultation will be shared on the Exchange during July and August, and if you feel you can help us develop the guidance, please do respond to the consultation.

For further information please contact margaret.morgan-valentine@wlmht.nhs.uk.

Tribute to Paul Valentine

As many staff will be aware, sadly, Paul Valentine, formally Head of Library and Knowledge Services at the Trust, died in March.

A moving memorial service was held at St Bernard’s Chapel in June, well-attended by family and staff and led by the Reverend Guy Harrison, Head of Chaplaincy and Spiritual Care.

Paul joined St Bernard’s in 1982, working as a librarian in the Coombs Medical Library and he later became the service’s head, in charge of lending literature about psychiatry and psychology to staff through the Trust’s libraries in Ealing, Broadmoor Hospital and the Cassel.

His friend and colleague, Richard Osborn, NHS London’s Strategic Library Services Development Manager, knew Paul for 30 years and gave a moving tribute at the service.

He said Paul’s influence as a librarian had reached across the country. He was known for his gentle manner, helpfulness and delightful sense of humour, and was generous with his time and expertise.

In 1982, when Paul joined St Bernard’s, it had 1200 psychiatric beds but this changed as services moved to the community over time. Paul saw many changes over the years, including the name and structure of the Trust. He was a constant, however, and continued to provide services through all the transformations.

Most recently he chaired the Psychiatric Libraries Co-operative Scheme, enabling mental health libraries across the country to share books between them. Its continued success owed much to Paul’s commitment and dedication.

Said Richard: “He had a special smile, a nervous laugh and a dry sense of humour – all these things will long remain in our collective memory. Thank you, Paul, we are privileged to have known you and worked with you.”

To find out more, contact the Trial Office on 020 7386 1220. The Clinical Trials Manager for both studies is Dr Verity Leeson v.leeson@imperial.ac.uk
Service users help nurse recruitment

We’ve held a second successful recruitment event to attract women staff nurses to our specialist women’s forensic services at the Orchard.

NHS London visit

Ruth Carnall, Chief Executive of NHS London, visited the Trust in June to meet staff who responded to the Care Quality Commission investigation of the Trust, published two years ago.

Peter Cubbon said: “Ruth and her team got feedback from us on the investigation process and how we managed the action planning, so they could share our experience with others in the NHS.”

“I’m delighted they took time to come and personally thank some of the many staff who helped us get back on track as a high performing organisation.”

Pictured at the end of the visit (from the left): Nigel McCorkell, Chairman; Ruth Carnall, Chief Executive of NHS London with her colleagues Sara Coles, Director of Performance and Karen Green, High Secure Policy and Performance Manager; Peter Cubbon, Chief Executive.

The June 4 event, held on a Saturday in the atrium with support from HR, enabled shortlisted, women-only applicants to meet service users, tour the unit, learn about the Trust and undergo a job interview all on the same day.

Eight new staff were recruited and three have already joined, helping rebalance the female to male staff ratio.

Karen Jones, Senior Nurse Manager at the Orchard said: “It’s a great approach that has enabled us to get the right, high quality staff who understand the nature of our work and are committed to what we do.

“Service users were able to meet candidates and get involved in the recruitment process. The women who came were able to see us, our service users and the HR team all working closely together. We’ve got some great new staff as a result who we hope will stay with us for the long-term.”

Friends farewell gift

Frank Cooper pictured with Peter Cubbon, Chief Executive, who accepted the cheque on behalf of the Charitable Funds Committee.

The League of Friends has donated £20,000 to the Trust’s charities.

Gwen Rose (pictured), a volunteer for the Friends for many years, said: “We were really pleased to raise all this money through a number of charitable activities, like running the shop.”

The Friends used to be very active on the Ealing site but have recently wound down due to a lack of members.

Frank Cooper, the League of Friends’ treasurer for many years, said: “We’re delighted that the money will be paid into the Trust’s Charitable Fund which is used to support patient welfare projects.”

Documentation training success

A ward-based training scheme to improve documentation has proved a huge success since its launch last year.

A series of internal audits on documentation at the Lakeside unit in Hounslow have shown a marked improvement in quality, says the scheme’s architect, project lead Chris McKay. He has now been invited to extend the scheme to the John Conolly wing in Ealing.

Said Chris: “We are aiming high and staff are stepping up to the mark. There’s been a big improvement in the quality of documentation that nurses and care assistants at Lakeside produce. The effort by Suzanne McMillan and her inpatient team has been quite remarkable.”

The results are down to commitment by staff to raise their game and develop their written skills, says Chris. The plans, used by the Care Quality Commission as a measure of the quality of service user care, often result in improved services and earlier discharge.

Dr Murray Morrison, Senior Clinical Lead, Hounslow said: “This is really helping improve standards and supporting service users to become involved in their own care. The results are very encouraging and we are planning to extend this to our doctors to ensure the same high quality documentation.”

The training scheme, which began last November on four Lakeside wards, provides around 80 staff with intensive one to one training to raise the quality of their documentation, starting with the daily notes they take about the service users they work with.

Well-kept notes include directly quoted comments from service users about their mental state – a vital step which encourages staff and service users to interact and collaborate.

“What we find is that when staff have the confidence to involve service users directly in the documentation they make, it raises the quality of their interaction,” said Chris.

“Instead of looking at service users at a distance, as if through binoculars, they get up close and ask them how they are and what issues they may have. By listening to them carefully they can make their own professional assessment of the service user’s health and also record that in the notes.

“When it comes to making a care plan for the service user, if the notes are good and revealing, the multi-disciplinary team and the service users are literally working from the same page.”

The scheme’s success has spurred friendly competition between Lakeside’s wards, with best teams and best progress notes for individual members of staff being celebrated at prize-givings attended by senior managers and doctors. “It’s created a culture change,” said Chris.

“A little bit of competition and fun helps nurses and HCAs realise how important their work is and take pride in it.”
**Moving on up**

**Starters**

**Dr Johan Redelinghuys** is our first Director of Safeguarding Children and Vulnerable Adults. This newly created role affirms the Trust’s commitment to the welfare of the most vulnerable people in our care at all levels of the organisation.

Johan said: “Safeguarding children and vulnerable adults is everyone’s responsibility. It will be my job to lead new strategies that ensure service users are supported and have a positive experience.”

**Movers**

Yvonne Naiken has recently moved from North House to join the Ealing Learning and Development Centre team, in her new role as Mandatory Training Administrator. Yvonne is responsible for ensuring that all staff training records for all the London sites are up to date on their electronic records and on the Exchange. She also supports the score card function which reports monthly on mandatory training compliance figures across the Trust. You can contact Yvonne on 020 8354 8186.

**Leavers**

Lynne Read, Assistant Director of Primary Care Development is leaving the Trust after 13 years. She’s worked for the NHS for 27 years, joining as a 17-year-old clerical officer in Birmingham. She went on to work as a nursing home manager and a ward manager before joining the Trust in 1998 as Clinical Service Lead for Ealing Older People Services. She has since worked her way up, sharing her good humour and dedication in a variety of roles – notably with GPs and community services.

She said: “I’ve thoroughly enjoyed working at the Trust. I’m looking forward to a summer heatwave and some good times with the family.” Good luck, Lynne!

**Congratulations**

Marathon man, Medical Director **Nick Broughton** has done it again. He completed the 26 mile Stockholm Marathon in June in a brisk 3 hours 43 minutes, a little quicker than his first marathon there last year.

Nick wore the Trust’s Open Minds campaign T-shirt, complete with added flower power, to help promote our mental health awareness and membership campaign.

He said: “It was a great day. It was very exciting to be able to beat my best time and I got great support from my friends and colleagues at the Trust – thank you very much.”

Next stop London 2012.

**Tell us how you travel**

Don’t forget to complete the St Bernard’s travel survey, telling us how you get to work, and you could win a gift voucher of £100, £50 or £25.

The responses will help the Redevelopment Team make plans for future parking at the site as part of the redevelopment planning application.

So far, 450 staff have responded. You can pick up the survey on the Exchange, at St Bernard’s reception desk and in staff areas.

To find out more, contact Charlotte Welch, Travel Plan Manager, on 020 8354 8833.

**Safety team showcase their work**

Welsh NHS fire officers visited Broadmoor Hospital in June to learn about managing fire safety in a secure unit. Hospital Fire Safety Manager, Ian James, said: “Our visitors really enjoyed themselves and their visit gave us a chance to show the positive work we’re doing here to promote fire safety management.”

Anthony Pitcher, Senior Fire Advisor for Welsh Health Estates, said: “This was a unique opportunity for us. Today’s visit was invaluable.”

**Taking the plunge**

Three staff at Broadmoor Hospital have plunged 13,000 feet by parachute, netting £1300 for their favourite charities.

Suzanne Care, who has a 7-year-old daughter with severe eczema raised money for the National Eczema Society. She said: “Before the jump, I was convinced the parachute wouldn’t open but once I got there, I was fine.”

Charlotte Wilson raised money for Refuge. She said: “The jump was exhilarating. At first I was disorientated because of the somersaulting after I jumped from the plane. Then things settled down and the views were amazing.”

Jo Bunton, whose son is a serving soldier, raised money for Help for Heroes. She said: “We’re already planning our next jump!”

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Johan said: “Safeguarding children and vulnerable adults is everyone’s responsibility. It will be my job to lead new strategies that ensure service users are supported and have a positive experience.”
Mayoral visit

We were delighted to welcome the Mayor and Mayoress of Bracknell Forest to Broadmoor Hospital at the end of May. Brian Graham, Vocational Services Manager, said: “It was a really positive visit for all concerned and great to see the interest the Mayor and Mayoress took in the wide range of vocational activities we offer patients.”

Memorial to medical pioneer

A memorial garden, dedicated to mental health pioneer, Dr John Connolly, has been opened near St Bernard’s where he once worked.

The Victorian doctor, who died in 1866, promoted humane treatment of patients by doing away with restraints in the Hospital, then known as the Middlesex County Asylum.

The garden, in Connolly Dell off Uxbridge Road, is a few minutes’ walk from the Hospital site. It features a magnificent pond and waterfall and is expected to be a magnet for wildlife.

The restoration work was funded using £42,000 winnings from Help a London Park, with a further £85,000 invested by Ealing Council.

We won the cup!

Service users from St Bernard’s have won the Mental Health Football Cup in a fiercely fought competition at Brunel University. The women’s team won all their group games and beat Riverside Rangers (Hillingdon Hospital) 2-1 in the June final. They also won the West London Mental Health Football League, beating local rivals Hounslow Hawks.

Editorial team

Mental Health Matters is written by the Communications Team for staff and service users of West London Mental Health Trust and for carers. We’d love to hear from you with your news and views.

The magazine’s editor, Tara Ferguson-Jones, is now on maternity leave. Paul Wastell has joined us to cover Tara’s post. Please get in touch!

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