BROADMOOR HOSPITAL RATED ‘GOOD’

Congratulations to Broadmoor Hospital, which has been rated as “good” overall in a new report from the Care Quality Commission (CQC) just 18 months after its inspectors said it “required improvement.”

This is a huge tribute to the dedicated work of our staff in caring for patients at Broadmoor. The rating reflects their real commitment to improving services – and their willingness to go the extra mile for patients.

The CQC rated Broadmoor “outstanding” for caring and “good” for being effective, responsive and well-led.

Some of the highlights from the inspection included:

- Patients were very positive about the staff and inspectors observed “respectful and kind” staff interaction with patients. Staff spoke about patients with hope and knew the patients they worked with very well.
- The hospital’s work to ensure a strong patient voice, for example, in raising issues and identifying areas for improvement.
- The significant work to reduce the use of long-term segregation.
- Improved staff engagement and morale.

The CQC also focused on areas where we need to redouble our efforts. Work on these is already underway – and the challenge is now to achieve an “outstanding” rating.

Chief Nursing Officer for England visits Broadmoor

Two senior NHS executives had a behind-the-scenes look around the new Broadmoor Hospital development.

Chief Nursing Officer for England, Professor Jane Cummings, (pictured, right) and Nursing Director of Specialised Commissioning, Vinice Thomas, (second from right) were shown around by Chief Executive, Carolyn Regan, and Director of High Secure & Forensic Services, Leeanne McGee.
The new Brentford Recovery College opens

Brentford and Isleworth MP, Ruth Cadbury, and local councillors joined around 50 service users and staff for the grand opening of the new Brentford Recovery College in July.

The College has recently moved from its old home in West Ealing into a newly refurbished building in Boston Manor Road.

The College offers over 50 courses, which help people to manage their mental health conditions, improve their physical health and return to work. Training is also open to family, friends and carers. Last year, over 260 students used the college.

The building also houses other Trust services, including Hounslow IAPT, Primary Care Plus, Hounslow Wellbeing Network and the Alliance Child and Adolescent Mental Health Team.

Ruth Cadbury was joined in cutting the ribbon by Grace Cooke, daughter of the College’s Business Development Manager, Bieza Atlabachew.

Recovery College manager Alison Hoble said: “This is a fantastic facility, which provides a great environment in which people using the Trust’s services, their families, supporters and staff can all learn together. Feedback from everyone who has used the college has been really good, and our new home means we can provide training for more and more people in the years to come.”

They saw one of the new wards, including a bedroom, kitchen and garden area and observed the contrast between the new facilities and the 150 year-old ones.

They also heard about patient forums and other ways of engaging patients and staff in the design of the new building and facilities.

Jane Cummings said: “The new hospital has been well thought out and the involvement of patients in the design, colour scheme and artwork is very apparent.

“As the finishing touches are completed, it’s quite obvious that it’s going to be a fantastic building and massive improvement on what Broadmoor Hospital patients and staff currently have.”
HIGHLIGHTS FROM THE AGM

A packed audience of service users, staff and other stakeholders came along to the University of West London in Ealing for our Annual General Meeting (AGM) in late July.

Chief Executive, Carolyn Regan, and members of the Executive Team took the audience through highlights of the year.

These included:

- The new Broadmoor Hospital
- The need to provide physical, as well as mental health care
- The Trust’s financial position; and
- Diversity in the Trust

One of the highlights was a presentation by Lena Inger, a carer, who talked eloquently about the importance of incorporating carers’ views and experience into both care for service users and training for staff.

An exhibition of local services delivered by the Trust and our partners was held before the start of the meeting. Those attending had an opportunity to test their blood pressure, find out about working at the Trust, and enrol on a course to help them manage mental health conditions.

On Wednesday 27 June, 60 staff, service users and carers came together for the Trust’s annual Mental Health Conference.

Hosted at the University of West London, the conference was the perfect opportunity to explore the complex issues of mental health and HIV. The theme of the day was the lack of HIV awareness among mental health staff and the challenges of caring for service users living with HIV.

Practice Development Nurse, Lilian Hove, (pictured above, second from right) said: “It was an excellent conference which demonstrated how our Trust is not only focusing on mental health but also on physical health issues.

“It was nice to learn about what the Trust is doing to support or identify people with HIV who use our services.”

Mental Health Conference 2018: Mental Health and HIV - The Challenges

The silver lining of today for me was a really positive Health & Wellbeing Board meeting where we congratulated @EalingCouncil, @EalingCCG & @WLMHT for moving heaven & earth to reduce the number of people being delayed in hospital longer than they need to be. #dtoc

Peter Mason
Ealing Councillor
There are so many ways to raise money for the WLMHT charity – it’s all about using your imagination and having fun at the same time. With the help of fundraisers, we can fund that extra special level of care in order to make a real difference to patients, and their families.

Support can be directed specifically towards any project, ward, department or fund and the WLMHT Charitable Fund Committee will ensure that your donation is used to help patients in that area. Alternatively, money can be donated to the general charitable giving pot. These funds are awarded as grants when the Charitable Fund Committee meets to consider applications to improve patients’ care which are received from our staff.

Every penny given to the WLMHT Charity is used to make a difference to someone at what is often the most difficult and vulnerable time in their life.

Whether you’re a keen cyclist seeking a new challenge or a budding baker, here are some of our favourite ways to fundraise.

Ways to Fundraise...

- Get sponsored to lose a few pounds or give something up.
- Host a movie night and get all your friends to donate to attend.
- Grow a moustache or shave your head.
- Getting married or celebrating a special birthday, anniversary or retirement? Ask for your loved ones to make a donation in lieu of gifts.
- Hug a hound day. Bring your dog to work and ask for donations in exchange for a doggy hug.

We are now on VirginMoneyGiving!

Search West London Mental Health NHS Charity to give a one off donation or regular gift. You can also create an online fundraising page to raise money as part of an event or challenge, or set up a tribute in memory of a loved one.
On Thursday 5 July 2018, staff, service users and carers across the Trust came together to celebrate the NHS turning 70.

**NHS70 Women**
Congratulations to our Chief Executive, Carolyn Regan, for being recognised as an outstanding woman leader within the NHS in London at the London Women’s Leadership Network. Carolyn says that tomorrow’s leaders need to be brave, resilient and energetic.

**NHS70 Parliamentary Awards**
Well done to Saeed Khalilirad (pictured, left) Specialist Cognitive Behavioural Therapist, who represented London at the NHS70 Parliamentary Awards. Saeed was nominated by Andy Slaughter MP (pictured, right) and shortlisted for *The Excellence in Mental Health Care Award* for his excellent work tackling mental health stigma in the Iranian community.

@WLMHT staff members Neil Ragoobar, Ian McGuone, and Jose Romero-Urcelay were among 2,000 NHS staff at a special service at Westminster Abbey celebrating #NHS70
HRH Princess Alexandra visits Cassel Hospital

WLMHT welcomed HRH Princess Alexandra (pictured, left) to the Cassel Hospital, to open a new memorial garden.

The new Sanctuary Garden is designed to provide a peaceful and healing place for staff, patients and visitors to enjoy.

It is the work of local award-winning garden designer Tom Massey (centre) and is dedicated to Countess Mountbatten of Burma, who died last year and was a leading supporter of the hospital. HRH Princess Alexandra met patients and staff during her visit and heard about the internationally-renowned work that the hospital does.

Chief Executive, Carolyn Regan, buried a time capsule, containing messages from patients and staff, which will be dug up in 70 years’ time in 2088.
On Saturday 7 July, staff from across the Trust showed their support for the LGBT community, promoting the Trust as an inclusive place to work.

One member of staff even chose to celebrate her wedding anniversary at Pride. When she was on a date with her then boyfriend a few years ago in London, they went to see a show and, afterwards, were caught up in Pride celebrations. Linda Cull, Mental Health Act Administrator, said: “I couldn’t think of a better way to celebrate our anniversary, it’s such a fantastic atmosphere.”

If you’re a member of staff and would like to be actively involved in helping the Trust to become more inclusive, you can:

- Wear an LGBT lanyard. This scheme allows staff to show their practical support.
- Join the LGBT sub-group: by contacting Rana Rashed, LGBT Sub-Group Chair at Rana.Rashed@wlmht.nhs.uk.

If you are a service user and would like to demonstrate your support: please email Julie Menia at Julie.Menia@wlmht.nhs.uk to request a Pride bracelet.

Trust Neuropsychologist wins Emerald Literati Award

A ground-breaking new study into patients with autism spectrum disorder has won a top award.

Congratulations to Dr David Murphy, Consultant Clinical Neuropsychologist at Broadmoor Hospital, who won an Emerald Literati “Outstanding Paper” Award for his paper *Experiences and quality of life of patients with an autism spectrum disorder detained in high secure psychiatric care* published in the journal Advances in Autism.

The paper forms part of several published research projects that David has completed over the years.

CATT goes 24/7

Our Crisis Assessment and Treatment Teams (CATT), which respond to calls to our Single Point of Access and support people experiencing a crisis, are now operating 24/7 in the community.

Dedicated mental health advisers and clinicians are now available to meet patients and carers in a community setting around the clock and, in certain emergency circumstances, at home.

Contact the teams on 0300 1234 244
A huge congratulations to our Diversity and HR teams who won an award for **most effective use of diversity to strengthen governance, recruitment or promotion** at the Healthcare People Management Association (HPMA) Awards in June.

Maggie Morgan-Valentine, Programme Lead and Head of Diversity; Ali Webster, Assistant Director of Workforce; and Julie Menia, Diversity Coordinator, accepted the award for the Trust's work on our BME Leadership Development Programme.

Chief Executive Carolyn Regan said: “This is brilliant news; well done to Maggie, Ali and Julie for your leadership and dedication. The Trust is very fortunate to have an excellent Equality and Diversity team, who lead from the front and give everyone a platform to thrive. The award is a great tribute to you all!”

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**PROMOTION AND PRAISE**

The Trust has a fantastic record of promoting our staff and helping them to fulfil their career potential. Since April this year, over 66 staff have been promoted.

We talked to Kerry Newstead, newly-promoted Domestic Services Team Co-Ordinator at Broadmoor Hospital.

Congratulations on your promotion, how does it feel?

It felt daunting at first, but I am getting used to it, there is a lot to learn, it’s going well.

What was your previous role?

My previous role was Band 1 Domestic Assistant at Broadmoor Hospital.

What made you go for this promotion?

I just wanted to work my way up; I started as a Band 1 and thought why not?

What was your experience of the process in going for the new role, what did you have to do?

There were three people who applied, it was an internal vacancy and there was a formal interview process which took place at the beginning of June.

What would your advice be to someone who wanted to go for a promotion?

Don’t be afraid, don’t put barriers in front of yourself, just go for it.
Ten to Zen: A Proven Ten-Minute Mind Work-out for Calmer Living

Owen O’Kane, Clinical Lead at Ealing IAPT, has written a simple and effective guide on how using psychological techniques can help keep the mind calm, even at the busiest times.

Having worked at the Trust since October 2016, Owen is also the founder of Ten to Zen, a stress management training business, and regularly delivers workshops on Mindfulness to corporate companies across the UK and Ireland.

Owen said: “I am hugely excited, privileged and honoured to write this book and hope that it brings a sense of ease, calm and perspective to all who read it. Above all I hope it inspires people to prioritise mental wellbeing.”

The book will be published in December 2018.

Omar Gunnoo, Community Practice Nurse for the Hammersmith & Fulham Treatment & Recovery Team, has written an interactive children’s adventure story, Zach in The Land Down Under.

Having spent 12 years in nursing, Omar has a strong desire to make a change to people from all walks of life. When writing the book, his main purpose was to promote health and education and this is conveyed through Zach’s story. In the book, Zach learns about the value of friendship and community in times of hardship.

The book is aimed at children over eight years old.

Congratulations to the Trust’s Local Services Transformation Project team and @wecoproduce who have been shortlisted for a 2018 @PositivePracti1 Award in the Quality Improvement category #mostdiversecategoryever

@WLMHT Our Spiritual and Pastoral team marked the one year anniversary of the Grenfell Tower Fire with a small memorial service for staff, service users and carers. A tree and some lilies were also planted in remembrance of the 72 people who lost their lives
It’s been three years since @westlondon was first launched and we want to hear what you think about it.

Our magazine is designed to keep you informed about what’s going on with the Trust, the staff and its service users. Your feedback helps us to make sure that we highlight what you want to read about.

Please take two minutes to fill in the questionnaire.

Everyone who completes the questionnaire by 30 September 2018 will be entered into a prize draw. The winner will receive a £25 Love2shop voucher.

www.surveymonkey.co.uk/r/westlondonmag
My name is Ben Lewis – I’m a member of security operational services at Broadmoor Hospital.

Why were you drawn to this role?
My job has changed quite a bit since I started in 2016. I still enjoy the contact I have with patients and their families, as well as carrying out security checks, overseeing the lorry lock and assisting with carers’ visits. This all contributes to making the job interesting.

If you weren't a member of the security support team, what would your dream career be?
I’d work for myself, probably in foreign exchange. It’s something I always do in my spare time, but always bear in mind I can gain as well as lose money, so don’t think I’ll be giving up my day job just yet!

What does your typical day look like?
I attend the shift’s briefing meeting, where we discuss all ongoing security issues as a team. Then I’m allocated to my first area of work, so I’m either sent to the reception desk, staff search, control room etc.

Security staff are rotated every two and a half hours, so I might start my day in reception and end it carrying out security rounds. As part of this job, it’s essential to be highly vigilant at all times, so it’s really important that we never lose concentration. Moving us around every few hours not only helps us maintain focus, but also means we’re all well skilled and experienced in every area of security. We work shifts, on a seven day, 24 hour rota and we’ve got a new ‘shop shift’, that runs from 8am to 4.30pm, which is quickly becoming my favourite.

What’s the most rewarding part of the job?
That’s a hard one. There’s so many things I really enjoy about working here, but if I had to pick one thing it would be assisting with patient visits. Relationships with others are so important for all of us, so it’s great to see patients having time with friends and family.

What advice would you give to someone considering joining Broadmoor Hospital’s security team?
Go for it. There’s so much to learn in the beginning and it really can feel totally overwhelming, but it’s a great team and everyone’s so supportive. The work itself is really interesting and varied. Now and again, you might get a minute’s down time, then the next minute you’re so busy you don’t even have time to catch your breath. One thing’s for sure, you’ll never finish a shift and think “how boring was that?”

What would your superpower be?
I’d love to fly. Life would be so much more exciting, there’d be better views, no sitting in traffic or waiting around for lifts. That would be fantastic, don’t you think?