

# ANNUAL REPORT SUMMARY

## 2014 - 2015



*We care*

*We respect*

*We are inclusive*



# AN INTRODUCTION

## from the Chair and Chief Executive

**WHAT a year for East London NHS Foundation Trust (ELFT). It is always a pleasure to look back over the past 12 months and reflect on what has been achieved for patients and families by our teams.**

2014/15 feels particularly symbolic as we expanded our horizons into new areas, while gaining national acclaim as a good place to work and the country's number one trust as a safe place for care. It is more obvious than ever before the correlation between great care and staff who feel satisfied and engaged at work. We are so proud of the team spirit in ELFT, which includes patients, their families and carers right at the heart. Congratulations to our 5000 staff – you are the real winners of the Health Service Journal's national Trust of the Year in the Patient Safety Awards and the best place to work in mental health and learning disability services 2015. We have just received the news and think everyone should feel very proud.

It is a challenging landscape we face in the NHS with the pressures on funding and services ever present. But ELFT teams have shown we can rise to the occasion with excellent performance against all national targets covering access to care and treatment, the Care Quality Commission's core standards, finance targets, patient and staff satisfaction. You can find our results in brief on page 14, or obtain more detail from a copy of our full annual report on the website.

This summary report gives you a flavour of some of the creative ways our Trust teams

and individuals have been working towards our Trust vision to make a positive difference to people's lives. Our large-scale Quality Improvement (QI) programme took great strides this year, impacting on safety and helping us to make sure we provide the right care, in the right place, at the right time. Over 300 staff are now trained in this grass roots approach and 150 improvement projects have been launched to support positive change. It was inspiring to hear about people's projects and successes at the Quality Improvement Conference in March where patients, staff and our partner organisations came together to celebrate and agree how we keep the momentum going.

The quality of experience that patients and their families have while using our services is of utmost importance and a core commitment in our ambition to provide the best care. It was heartening to see that three quarters of patients surveyed in the national Friends and Family Test would recommend our services to their loved ones. This feedback is instrumental in helping us to focus on where we can do better – our ambition is to achieve 100 per cent positive recommendations. Making sure that our services are designed and delivered with patients' needs right at the centre is an absolute priority and we want to thank all the service users who work with our teams to help this happen.

Our strong reputation for excellent, high quality clinical care was rewarded with two major new contracts in 2014/15. Through a shared effort with our staff, patients and

governors, we developed a successful bid to run mental health services throughout Bedfordshire and Luton from the two clinical commissioning groups. We want to thank everyone for their hard work to ensure the smooth provider switchover in April 2015. We have been enjoying getting to know the new teams delivering the care out in those areas. There are some strong services to build on and the current year will see us focus on improving inpatient environments, crisis intervention services and reducing the number of out-of-area patient placements.

Our closing words are on behalf of the whole Trust Board and reserved for our staff, governors, foundation trust members, partners and volunteers. Thank you again for your commitment and professionalism over the past 12 months, you continue to do us proud. This summary report gives a flavour of all that you have achieved in 2014/15. We look forward to more successes in the coming year. There is already strong evidence of people living the Trust values of care, respect and inclusivity and we want to keep building on that.

With best wishes,

Marie Gabriel, Trust Chair

Dr Robert Dolan, Chief Executive



QUALITY of care is our top priority. It is at the forefront of all that we do and is firmly embodied in our mission to provide the highest quality mental health and community care in England by 2020.

Being the very best requires continual improvement – always seeking to do things better. Sometimes it involves fundamental change in the way things are done, with everyone working together sharing the same passion and commitment.

Our strategy takes a whole-organisation approach to quality improvement, and is built on experience and best practice from healthcare organisations and systems across the globe.

Our quality improvement work continues to grow, with over 150 projects now taking place across our teams, led by staff, patients and governors as part of the Trust-wide Quality Improvement (QI) programme.

Our mission is to deliver the highest quality mental health and community care in England and we have two broad aims to help align our work:

- 1) Reduce harm by 30 per cent each year by tackling big safety issues such as physical violence, medication errors, falls, restraints and pressure sores.
- 2) Provide the right care, at the right time, at the right place by reducing delays and inefficiencies, improving the reliability of evidence-based care, improving access to care in the right location to improve the patient and carer experience.

*“ The first year of QI has been tremendous. We have seen amazing appetite amongst staff and service users to tackle some of our most complex quality issues, and we are seeing great creativity and innovation in their work. Our focus is to provide our staff and service users with the skills, support and environment in which we can listen, reflect and continuously improve our services. ”*

- Dr Amar Shah  
Associate Medical Director for QI

## Our Vision

To be making a positive difference to people's lives.

## Our Mission

To provide the highest quality mental health and community care.

## Our Values

- **We care**  
Everyone is entitled to the highest quality care
- **We respect**  
Everyone should be treated with kindness and respect
- **We are inclusive**  
Everyone should have access to our services when they need them, and we actively seek suggestions from all on how we can improve





## Support for Dementia a Top Priority



A number of initiatives aimed at supporting people living with dementia and those working with them were launched during the year. Dementia is on the rise with the Department of Health estimating that by 2025, there will be one million people living with the condition.

The prevalence of people living with early onset of the disease, those aged under 65, was promoted with the production of 'Still Here' – a film based on the true story of Abdul Hassan, a middle aged man who is alienated by his friends and family after developing early onset dementia. The film, commissioned by ELFT and made by award-winning White Boat TV, explores the relationship between Abdul, his youngest son and health professionals. It aims to educate staff and the wider public about the growing numbers of younger people living with the condition, and to raise awareness of the dementia risk in black and minority ethnic groups which research shows is higher. The film, launched as a part of Dementia Awareness Week 2014, has gone on to win bronze at the Event and Visual Communication Association (EVCOM) Screen Awards.

*“Still Here is a powerful and moving portrayal of the difficulties faced by people who develop early onset dementia and their families. We know that getting an accurate diagnosis for younger people can be difficult; this film is a fantastic opportunity to spread awareness of the issues and we are delighted at it receiving such a prestigious award.”*  
- Director of Nursing, Jonathan Warren

We also hosted visits to dementia services in Tower Hamlets from Professor Alistair Burns, National Clinical Director for Dementia at NHS England and Professor Eileen Sills CBE, Clinical Director for London's Clinical Network for Dementia. Support for people living with the condition is provided in a joined-up way with local GPs, commissioners, the third sector, patients and their families, social and acute services. Tower Hamlets is now in the top three in the country for diagnosis of the disease.

## Winter Health Visiting Support for Parents <sup>\*\*\*</sup>

HEALTH Visitors in Newham offered extra support to families over the winter to ensure that they got the support they needed to cope with babies and children under 5 if they

were unwell or they were concerned about their health.

A helpline number was set up for parents who were worried about their young children. The phone line opened from

6.00pm - 10.00pm every evening and from 8.00am - 8.00pm at weekends. Additionally a Saturday drop-in clinic took place every week to offer support for working parents.

## Newham Rapid Response Service Launched

THE Trust launched the Newham Rapid Response Service in January 2015. The service provides rapid assessment, immediate treatment and care to people with a long term physical health condition to prevent the need for hospital admission.

The service is open 8.00am to 10.00pm, 7 days a week throughout the year and provides intensive treatment and support to people in their own

home or residential home to help them recover from their illness.

GPs, carers, family members, paramedics and patients can telephone the Rapid Response Service to make a referral. Following a telephone discussion, a home visit takes place within two hours to assess needs, agree a care plan and make the necessary care arrangements.

## Sports Therapy at the Alcohol Recovery Centre

ALCOHOL Recovery Centre users are now being offered the chance to join a sports rehabilitation programme thanks to a partnership between ELFT, Hackney Council and Sports England.

The launch of the 'New Life Through Sports Project' links physical health and psychological wellbeing in a bid to improve people's recovery from mental illness or addiction. It matches patients in Hackney with student sports coaches from the University of East London for a 12-week fitness programme. The patients are then encouraged to continue attending sessions

independently with free access to local gyms for a year.

New Life Through Sports expects to support over 200 people with mental health or drink/drug problems in its first year.

*“Exercise can really improve mood and help us to cope better with stress and anxiety. Taking steps to improve our physical health can be hugely beneficial for our mental wellbeing making it an important part of the recovery process.”*

- Dr Kevin Cleary, Medical Director

## Autism Service Launched for Tower Hamlets

A new service commissioned by Tower Hamlets Council is now offering assessment, diagnosis and initial support to adults aged 18 and over who may have communication and social interaction difficulties because of an autism spectrum disorder.

The service is jointly provided by ELFT and the Job Enterprise and Training Service (JET) based in Mile End. The team provides up to 12

sessions including post-diagnostic support, social skills and communication programmes and initial treatment for associated mental disorders, while employment support is offered by the Tower Project. The aim is to support people who are living with an autism spectrum disorder better to help them to get the most out of everyday life.

## New Websites Launched to Help People with Mental Health Conditions

THREE new websites have been launched to support people with mild to moderate mental health conditions. They cover the three talking therapies – or IAPT (Improving Access to Psychological Therapies) – services the Trust runs in Newham, Richmond and Luton.

The websites are aimed at supporting local people to find out more about the specialist support available to them. The IAPT services provide group workshops, counselling, self-help courses,

computer-based therapy and a range of talking therapies to help people with anxiety, depression, issues with anger, worry, severe shyness, phobias, obsessive behaviour, intrusive thoughts, difficulties coping after severe trauma and relationship and family troubles. The new websites provide information about different mental health difficulties, details about how to access support and services and useful links to tools and techniques to help people.



Find out more here:

Luton Wellbeing Service - [www.lutonwellbeingservice.nhs.uk](http://www.lutonwellbeingservice.nhs.uk)

Newham Talking Therapies - [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk)

Richmond Wellbeing Service - [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)

## Mental Health Outreach for Hospitals Launched in Tower Hamlets



BASED at the Royal London Hospital, the Tower Hamlets Department of Psychological Medicine RAID (Rapid Assessment, Interface & Discharge) service was officially launched on 3 July by Jim Fitzpatrick, MP for Poplar and Limehouse. The service is a one-stop shop for people aged over 16 who need mental health assessment in the Emergency Department, or who are inpatients at The Royal London Hospital, Mile End Hospital or the London Chest Hospital.

RAID's aims are to prevent unnecessary admission into

inpatient mental health care, to reduce length of stay on acute general wards, to resolve immediate issues and concerns, and to direct patients to primary and secondary services for ongoing support.

*“ I'm very pleased about the proactive approach of the RAID service to ensure that patients receive the most appropriate care and treatment. This service is making sure that people are not admitted to hospital when they don't need to be and also supporting people to get back home sooner with the right care in place. ”*

- Jim Fitzpatrick

## Wellbeing Games a Great Success

JUNE saw patients, carers and staff from the Trust take over the Copperbox at the Olympic Park for the Trust's Wellbeing Games with the support of Darius Knight, London 2012 Team GB's table tennis player.



2014 was the first event of this kind hosted with the aim of bringing people together through sport. Over 360 people came on the day and were able to try out different activities including boxing, Zumba and yoga. There was also a more competitive element to the event with teams and individuals competing in table tennis, running races and even an egg and spoon race. Marie Gabriel, Chair of the Trust, presented certificates to all those who participated.



*“ It has been great to see so many people from across the Trust coming together and taking part in such diverse activities. The links between mental and physical wellbeing are well researched and I'm pleased we have been able to support people to learn more about different types of exercise, the benefits of being active and more importantly to have some fun. ”*

- Marie Gabriel, Chair of the Trust





The Trust is *patient centred*

## CAMHS Project Shortlisted for Nursing Times Award



**Where Young Minds Matter**  
CONGRATULATIONS to Child and Adolescent Mental Health Services (CAMHS) whose 'Young People's Choice and Partnership in

Action' project was shortlisted for a Nursing Times award.

Young People's Choice and Partnership in Action – a co-designed service improvement project to empower young people to become active partners in their care – made it through to the second stage of the process.

The project involved co-designing training

with young people to be delivered by young people, to young people. This is to enable participants to become active members on interview panels for new CAMHS staff. It is now being rolled out across other Trust services to form the cornerstone of further involvement for patients in recruitment and selection processes.

## Support for the #hello my name is... Campaign



ELFT is supporting a massive social media movement launched by a terminally ill doctor from the north of England.

The 'Hello my name is...' campaign was spearheaded by Dr Kate Granger, a young elderly care consultant from Yorkshire. Kate became frustrated with the number of staff

who failed to introduce themselves properly when she was in hospital. The initiative started gathering momentum on the social media platform Twitter with the simple message to remind staff to go back to basics and explain who they are when they first meet a patient. Kate describes this as, "the

first rung on the ladder to providing compassionate care" and the beginnings of a positive therapeutic relationship.

Over 100 NHS organisations have now pledged to launch/boost their own 'Hello my name is...' . Read more about the campaign here: [www.hellomynameis.org.uk/home](http://www.hellomynameis.org.uk/home)



## End of Summer Fete Showcases Young Talent



YOUNG people at the Coborn Centre for Adolescent Mental Health celebrated the end of the summer holidays with a fete and a bit of graffiti thrown in for good measure.

Throughout summer 2014 the patients designed and produced two large-scale graffiti works unveiled at the fete with the themes of 'happiness' and 'inspiration'. Throughout the project patients learned about the history of graffiti and worked with a talented local artist, Lisa Walker, to develop their artistic skills.



## 'Stamp Out Smoking' for Forensic Services



MARCH 11's annual 'No Smoking Day' was marked this year with the launch of an ambitious 'Stamp Out Smoking' campaign in forensic services. Smoking is one of the biggest causes of ill health in the UK with around 100,000 people dying from smoking-related illness every year.

The new campaign is being supported by Public Health Hackney and was kicked off with a London-wide event. The ELFT target is for the provision of smoke-free environments in forensic services by January 2016.



The Trust is *patient centred*



## Award Winning Garden

A 'Green Team Gardening Project' based at Pritchards Road Day Centre in Tower Hamlets, was delighted to come first and win a gold award in the 'Best Community Garden in the East End' competition. The project was led by Day Centre Officer, Adrian Earls, who along with a team of volunteers put in the time and commitment to make the garden a success.

The Trust is a *good place to work*

## Trust Ranks in HSJ Top 10 Best Places to Work in Health



THE Trust is proud to feature in the top 10 of the Health Service Journal's best 100 places to work... and we have just learned we made the number one spot in the 2015 league for mental health and learning disabilities trusts!

The HSJ, in conjunction with NHS Employers, compiles annually and publishes a list of the 100 best places to work in health.

The HSJ and NHS Employers uses NHS staff survey findings to analyse each organisation across seven core areas: leadership and planning; corporate culture and communications; role satisfaction; work environment; relationship with supervisor; training and development; and employee engagement and satisfaction.

*“ I am delighted that our Trust has again been recognised by the HSJ as one of the best places to work. Our ambition is to be a well-managed, clinically-led Trust with a highly engaged and diverse workforce. This enables us to deliver high quality care in a truly patient centred way. ”*

*- Dr Robert Dolan,  
Chief Executive*







## Our Staff the Stars

OVER 750 staff came together at The Troxy in Tower Hamlets to see teams and individuals from across the Trust honoured for their special contribution at the annual Staff Awards Ceremony.

Over 200 award nominations were received from colleagues, peers, service users and carers citing the exceptional work of staff and the outstanding skill, care and support they provide.

Congratulations to all the winners announced last November:

- ★ **Manager of the Year** - Gbenga Olokuntoy, Clinical Nurse Manager, Forensic Services.
- ★ **Employee of the Year** - Rebecca Lingard, senior nurse at the Tower Hamlets Centre for Mental Health.
- ★ **Team of the Year** - Butterfield Ward, based in Wolfson House, part of the Forensic Service.
- ★ **Quality Improvement Award** - Globe Ward at the Tower Hamlets Centre for Mental Health.
- ★ **Extra Mile Award** - Lisa Walker, Project Consultant, Nursing Directorate.
- ★ **Life Time Achievement Award** - Rosy Marshall, Art Therapist.
- ★ **Service User Award** - Rachel Joyce, Occupational Therapist and Catherine Tuite who works in Reproductive Health in Newham.
- ★ **Commissioners' Award** - Paul James, Borough Director for Adult Mental Health Services for Newham and Tower Hamlets.
- ★ **Special Award** to pay tribute to those staff who had sadly passed away in the last 12 months – the late Malcolm Galea who worked in Human Resources.
- ★ **Chief Executive Award** - Specialist Diabetes Team, Newham.
- ★ **Chair's Award** - Maxine Campbell, for her work as Receptionist in the North Hackney Community Mental Health Team.

## Our Staff Feel the Best Engaged

### HAVE YOUR SAY! NHS Staff Survey 2014

FINDINGS from the 2014 NHS Staff Survey place ELFT among the best in the country for staff engagement and satisfaction.

The annual national survey asks a percentage of randomly selected staff for their views about the organisation they work for and how involved and engaged they feel at work.

We achieved the best score in the country for job satisfaction, staff motivation at work and staff feeling empowered to contribute towards improvements at work.

*“ I am really pleased because our engagement scores indicate that our staff are happy, motivated and committed to making the lives of our service users/patients better. Our Quality Improvement Programme has supported staff to really engage in making improvements in the workplace and has contributed significantly to our improved staff survey results. It is also heartening to know that our staff would recommend the Trust to family and friends as a place to work and to receive treatment. ”*

- Dr Robert Dolan, Chief Executive

# Now the Proud Provider of Mental Health Services in Bedfordshire and Luton



WE expanded our remit to become the new provider of mental health services across the whole of Bedfordshire and Luton on 1 April 2015.

The contracts were awarded by Bedfordshire and Luton CCGs with the aim of commissioning a comprehensive, patient-focused mental health and wellbeing service

in the best interests of local people.

Over 1,000 staff have now transferred to ELFT to provide the services for a population of around 630,000. They include adult and older adult mental health, child and adolescent mental health, adult rehabilitation and recovery and talking therapies (IAPT).

*“ We are delighted at this opportunity to expand ELFT’s role further afield into Bedfordshire and Luton. Our ambition for the services has user and staff engagement at the heart and a commitment to delivering high quality care for all patients and their families. We look forward to pooling our collective expertise and skills to provide the best support to those in our care. ”*

- Dr Robert Dolan, Chief Executive

## Better Information Sharing and Data Gathering



A new patient electronic record

system is now online enabling clinical teams to better share patient information and treatment details across the organisation and beyond.

Open-RiO was clinicians’ first choice system and now over 10 million records have been uploaded, enabling

patients and staff to feel the benefit of an improved approach to information sharing. The new system means the Trust can decide on what data to collect locally to make sure it meets patient needs. It will also help the Trust to better monitor performance and to provide commissioners and other key partner organisations with richer information.

## Fact-Finding Harvard Business School Makes a Visit

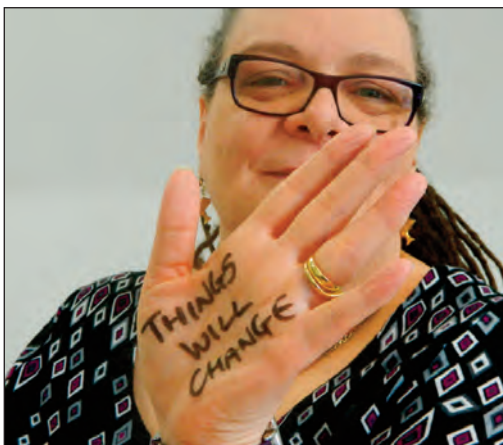


STUDENTS from Harvard Business School chose ELFT to hear about how the NHS is innovating through creative approaches such as our Quality Improvement (QI) programme.

Their visit formed part of a week-long tour which also included meeting Tower Hamlets Clinical Commissioning Group, University College London partners and the

Academic Health Science Network. The students were accompanied by representatives from The Health Foundation, NHS England and The Sitaram Bhartia Institute of Science and Research.

Our Trust’s seven-year strategic QI Programme involves over 150 innovative projects to improve the treatment and care provided to patients. The students heard about the impact the programme is having, the methodology, how change is being measured, plus the feedback from patients so far.



## #HelpingHands to Stop Child Sexual Exploitation

TRUST Chair Marie Gabriel got behind National Child Sexual Exploitation Awareness Day on 18 March. The event was marked by health visitors and school nurses in Newham teaming up with Newham Council’s Children and Young People’s Services, plus the Met Police in Newham launching Operation Makesafe.

Operation Makeshift targets local businesses such as hoteliers, bed and breakfast’s and taxi companies that may unknowingly facilitate Child Sexual Exploitation (CSE). It is using Twitter to highlight the issues surrounding CSE, and many people showed their support by writing a personal pledge on their hands then posting it with the hashtag #HelpingHands





## Millfields Unit Awarded Therapeutic Community Accreditation

MILLFIELDS Unit at the John Howard Centre is now proud to have full accreditation as a Therapeutic Community. The Millfields Unit is part of the forensic mental health service and supports patients with a diagnosis of severe personality disorder.

Accreditation was awarded following a rigorous audit by the Royal College of Psychiatrists' Centre for Quality Improvement (CCQI). The unit scored 100 per cent across 76 standards covering quality, activity and culture of the service – making Millfields the only forensic NHS service in the UK to hold such a status.

## Trust Health Visitors Play Host to UNICEF



NEWHAM health visitors took part in a week-long study tour last October that was hosted by the Institute of Health Visiting (iHV) and held in partnership with UNICEF. Delegates from Eastern Europe and Central Asia were interested to learn more about the concept of home visiting in the UK for families with children under the age of five. Health visitors valued the opportunity to share how their important role supports positive health and wellbeing outcomes for children and their families.

*“ UNICEF is turning to England as a source of best practice on the central role that the health visitor plays in the lives of families due to our history and the level of experience and sophistication in our systems. The Institute of Health Visiting and some of its Associate members have been working very closely with them to help on this very important agenda. ”*

*- Dr Cheryll Adams,  
Director of the Institute of Health Visiting*

## Hackney Mother and Baby Unit Accredited as Excellent



IN August 2014 the Margaret Oates Mother and Baby Unit (MBU) became the first such unit in London to be accredited as excellent by the Royal College of Psychiatrists and Quality Network for Perinatal Mental Health Services.

The unit is for women with a pre-existing mental illness who are at risk of becoming unwell, or women who develop mental illness during pregnancy or after the birth. By providing care from an environment focused on both the mother and baby's needs, the unit supports women to have a safe delivery and receive mental health treatment, while keeping their baby with them.

There are only three of the UK's 22 mother and baby units that are accredited as excellent.

*“ We are really delighted that the work and dedication of the team has been recognised in this accreditation. Pregnancy and the postnatal period are unique times in a woman's life. It is often a joyous time but for some women mental health problems can either emerge for the first time in their lives or they can have a recurrence of a previous problem. It is a real privilege to be able to make positive difference in the lives of these women, their babies and their families. ”*

*- Sasha Singh, Modern Matron*

## Newham Tops HPV Immunisation Table For London

IN last year's results for London, Newham topped the league for HPV immunisation rates. Administered by our immunisation nurses, the human papillomavirus (HPV) vaccine for girls aged 12 to 13 years helps to protect against cervical cancer. This national vaccination programme, in place since September 2008, is being delivered largely

through secondary schools.

Combined with cervical screening the HPV vaccination is an important step towards preventing cervical cancer. It is estimated that about 400 lives could be saved in the UK every year as a result of vaccinating girls before they are infected with HPV.

## Newham Telehealth Service First in Europe to Receive Accreditation



THE Trust was delighted to be awarded accreditation status for Telehealth services under The European Code of Practice for

Telehealth Services. The accreditation makes us the first in the country to receive such an accolade.

The Telehealth team use technology to support patients with a long-term medical condition to manage and monitor their own health at home. Patients are provided with equipment allowing them to take blood pressure, blood sugar and pulse readings that are then transmitted to the Trust. Based on the images shown, this allows the Telehealth team to detect serious variations in a patient's condition and to provide early advice and guidance.

The telehealth approach is playing a vital role in supporting people to be independent. Accreditation was based on an in-depth review of the Trust's approach to telehealth care, looking at how Telehealth fits in with other healthcare and treatment interventions, the technologies employed to gather health readings, how findings are communicated to the patient's GP and other health workers and how patient satisfaction is measured and responded to.

## More Funding for Films Aimed at Changing Attitudes and Behaviour

FOLLOWING the success of 'Still Here', the film about issues surrounding early onset dementia, the Trust has received further funding to continue its awareness-raising approach with staff and patients through the media of film.

The funding is from the NHS England Regional Innovation Fund (RIF) which

supports and promotes the adoption of innovation and the spread of best practice. The money will be used to develop two more behavioural change films that are both aimed at improving patient and carer experience – one of ELFT's five key priorities.

'Still Here', the original film of Abdul's story, will be revisited in a sequel that looks at his

needs and the support provided as a person newly diagnosed with early onset dementia. The second film will focus on the delivery of compassionate care for people with life limiting conditions who are being treated at home. Central to the latter project is raising awareness about the needs of families with patients who are dying.

## Trust Awarded Funding for Two Exciting Projects



“ I am very pleased about this award as it will add a very valuable service for patients who otherwise have very limited access to expert advice and specific interventions. The project will allow us to explore how to best develop an integrated care pathway across East London for patients with functional bodily distress symptoms. This is an excellent example of partnership work between primary and secondary care providers, between GPs and medical specialists. ”

- Professor Frank Röhricht, Associate Medical Director at the Trust

THE Trust was delighted to be awarded funding for two projects via The Health Foundation. This was as part of their Shine Awards 2014, a programme that funds innovative healthcare teams to test new

solutions to improving the quality of healthcare in the UK.

The first project is to develop an integrated care pathway for patients with medically unexplained symptoms. The second project is

a proposal to develop psychological services following facial injury within the Centre for Oral and Maxillofacial Surgery at Barts Health NHS Trust.



# SUGAR Wins National Public Engagement Award

ELFT was delighted to win a national award for mental health public engagement in June for a shared project with researchers at City University London.

**SUGAR** - Service User and Carer Group Advising on Research - was recognised for

successfully developing community engagement and collaborative working in mental health nursing research.

It was the winning project in the Health and Wellbeing category from over 230 entries in the competition run by the National

Co-ordinating Centre for Public Engagement (NCCPE). SUGAR is facilitated by the School of Health Sciences at City University London's Professor Alan Simpson and was made possible thanks to a research grant from the National Institute for Health Research (NIHR).

## Young People and Photography Project



Coborn Centre

OCCUPATIONAL therapists have worked with staff from the University of East London's BSc (Hons) Clinical & Community Psychology programme to develop a volunteering initiative that partners students and young mental health services users at the Coborn Centre.

Thirteen young people worked with Georgia Metaxas, a professional photographer, who specialises in

large-scale commissions aimed at engaging the public. Using disposable cameras, the young people learned about the concepts of documentary photography through searching for symbolic objects and themes. It gave them the freedom to explore photography as a visual language and a way of communicating thoughts and ideas.

## New Liaison and Diversion Service Makes a Difference



IN a bid to cut the number of people reoffending, London was named the site for a new scheme to put mental health teams into police stations and courts.

This means ELFT staff are now based in police stations and courts in Newham and Tower Hamlets to help tackle the high rate of mental health needs amongst people in the criminal justice system.

Evidence shows that around a third of young people who have committed offences have mental health needs, and a fifth have a

learning disability. Personality disorders, psychosis, attention deficit disorders, post traumatic stress disorder and self harm are all more common amongst offenders than in the general population.

Former MP and Minister of State for Justice and Civil Liberties Simon Hughes showed his support for women's mental health when he visited the Liaison and Diversion Service at Thames Magistrates Court in March. The service is delivered by national mental health charity Together for Mental Wellbeing in

partnership with ELFT.

The service forms part of NHS England's London trial site for Liaison and Diversion and has a specific emphasis on identifying and addressing the needs of women. Around 13,500 women are still sent to prison each year and more than half have severe mental illness, with the same proportion experiencing domestic violence. To support these women and reduce the risk that they may reoffend, it is now recognised that their complex needs should be taken into consideration more.

Simon Hughes heard from frontline practitioners about how they identify and address women's needs through assessment, referral to services and by preparing reports for the court, and the positive impact these actions are having on the women's outcomes.

**“ The Together charity and East London NHS Foundation Trust are helping London women who become involved in the criminal justice system address the underlying issues which contribute to their offending behaviour. By taking this approach we will not only create a safer society, but a fairer one, where they, and their families, are given the opportunity they need to get their lives back on track. ”**

- Simon Hughes

# The Trust *embraces diversity*

## We've Been Recognised in NHS Providers' Report on Racial Equality



NHS Providers chose ELFT for a case study on trusts taking steps to improve performance on race equality. We were selected for their report because of

our top-level commitment to racial equality which includes 40 per cent BME and 40 per cent female membership on the Trust Board. As the provider of services in one of the most diverse areas of the country; advancing equality, valuing diversity and human rights is fundamental to the Trust's role.

*“ It is rewarding to have our efforts noticed by NHS Providers. A diverse Board is not a ‘nice to have’: it is a prerequisite for the success of our organisation. Only through this diversity can we deliver the care our local communities need by fostering innovation, harnessing talent and embracing the fact that equality is part of our core business. ”*

- Marie Gabriel, Chair of the Trust

## We've Improved on Stonewall's Workplace Equality Index



THE Trust was proud to see a significant improvement in its position on the Stonewall Workplace Equality Index (WEI) last year.

The WEI is Stonewall's annual audit of workplace culture for lesbian, gay, bisexual and transgender staff. ELFT is now ranked at 111

out of 397 organisations – a significant improvement on the previous position of 228. It also makes ELFT (jointly) the most improved trust in London, and the second most improved organisation within the health sector.

## Leading the Way in Mental Health Research



THE Trust's position as a leader in mental health research is spearheaded by three influential units that have been awarded over £16 million since 2007.

The units focus on violence prevention, mental health nursing and social and community psychiatry has generated funding from a plethora of influential bodies including the European Union, Medical Research Council, National Institute for Health Research, the Wellcome Trust and Department of Health. The Social and Community Psychiatry Unit is now a designated World Health Organisation Collaborating Centre – the only one specifically for mental health service development in the world.

Key research areas for 2014/15 were violence prevention, non-verbal therapies and therapeutic communication. The Trust is leading efforts in these fields both nationally and internationally. You can find more detail on specific projects in the full annual report and accounts available from [www.elft.nhs.uk](http://www.elft.nhs.uk)





## A Quick Overview on How we Performed

Find more detail about how ELFT performed in the full annual reports and accounts 2014/15, available from our website: [www.elft.nhs.uk](http://www.elft.nhs.uk)

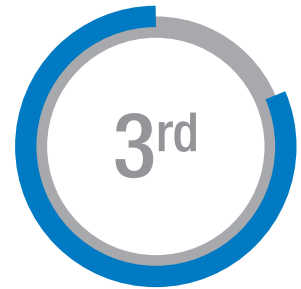
At a glance this is how we did against key national deliverables.



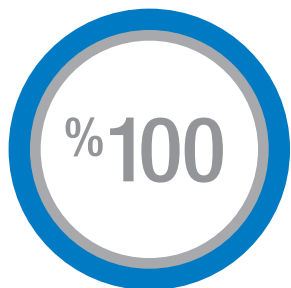
- TARGET / INDICATOR**  
National treatment and care targets for mental health and community trusts
- TARGET(S) SET BY**  
Department of Health
- PERFORMANCE**  
Fully compliant



- TARGET / INDICATOR**  
National staff survey measuring levels of wellbeing and engagement
- TARGET(S) SET BY**  
Department of Health
- PERFORMANCE**  
Ranked (joint) first best



- TARGET / INDICATOR**  
National community patient survey
- TARGET(S) SET BY**  
Department of Health
- PERFORMANCE**  
Ranked third best



- TARGET / INDICATOR**  
Number of quality standards against which the Trust is assessed to be non-compliant
- TARGET(S) SET BY**  
Care Quality Commission
- PERFORMANCE**  
Fully compliant



- TARGET / INDICATOR**  
Governance risk rating (on a scale from green to red, with green being the best)
- TARGET(S) SET BY**  
Monitor
- PERFORMANCE**  
Green



- TARGET / INDICATOR**  
Finance risk rating (on a scale of 1 to 4, with four being the best)
- TARGET(S) SET BY**  
Monitor
- PERFORMANCE**  
4

# New HQ and the change to ELFT

2014 saw ELFT move its headquarters from Commercial Street to 9 Alie Street, London E1 8DE. All phone numbers have stayed the same. The location is in Aldgate; and the nearest tube is Aldgate East.

There's been a change in digital communications too.

The Trust is now adopting the abbreviation ELFT in its digital communications, such as email and website addresses.

The formal name of the Trust will not change (East London NHS Foundation Trust), but if you want to contact a service or staff online the format is now [firstname.secondname@elft.nhs.uk](mailto:firstname.secondname@elft.nhs.uk).



## Keep in Touch

There are a number of ways you can keep in touch with ELFT, have your say and engage with us. Find us on:

 @NHS\_ELFT

 EastLondonNHSFoundationTrust

 NHSELFT

Join and become a member by contacting [membership@elft.nhs.uk](mailto:membership@elft.nhs.uk)

**ELFT**

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Telephone: 020 7655 4000 (switchboard)

Fax: 020 7655 4002

Email: [webadmin@elft.nhs.uk](mailto:webadmin@elft.nhs.uk)