

TRUST talk

NHS

East London
NHS Foundation Trust



Tower Hamlets
Safety Huddle

**Working
Together**
Programme

NHS
Celebrates
75 Years

Summer 2023



**Digital
Edition**

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CEO FOREWORD

I am delighted to introduce the summer edition of Trust Talk magazine, my first as interim chief executive of the Trust.

I have always been incredibly proud to be part of the ELFT family and started my journey with the Trust as a charge nurse in forensic services in 2002.

I have truly grown up in ELFT, and throughout the last two decades I have worked alongside fantastic colleagues, service users and carers who demonstrate our values – care, respect and inclusivity – in everything they do.

I am writing this column with immense pride at everything ELFT represents, and a commitment to continue building progress and innovation on the foundations that makes us who we are, such as people participation, Quality Improvement (QI) and equity.

The theme for this edition is partnerships.

Working alongside partner organisations, service users and carers is essential in providing truly responsive and integrated care shaped around the needs of the individuals we support.

This edition highlights some incredible partnership work which is making a real difference to people's experience of care.

We share details of how our incredible colleagues at CompassWellbeing are empowering voluntary, community and social enterprise organisations (VCSOs) to support our communities across East London, Bedfordshire and Luton.

Colleagues in Tower Hamlets discuss their integrated safety huddle and close working with partners to help service users.

We also profile how health and social care partners are working side-by-side in Bedfordshire through the hugely positive Working Together programme.

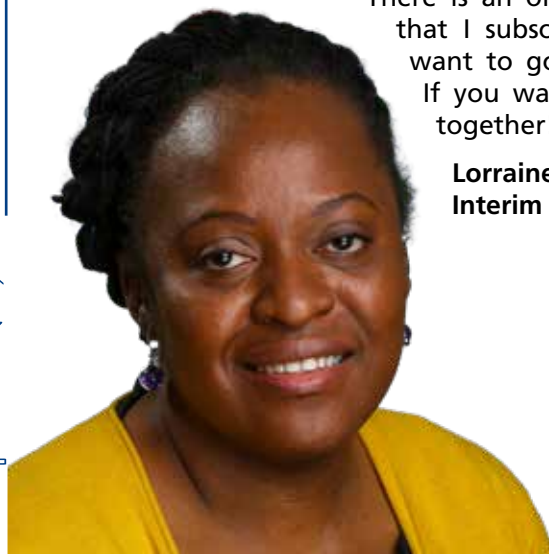
At its heart, all of this work demonstrates ELFT's most valuable asset – our people.

Thank you to every colleague, partner, service user and carer who helps make this a truly special place to work.

I look forward to continuing our partnership and collaborative approach in further improving the care we provide.

There is an old African saying that I subscribe to....'If you want to go fast, go alone. If you want to go far, go together!'

Lorraine Sunduza
Interim Chief Executive



How our *Safety Huddle* is improving care

THE partnership Tower Hamlets integrated safety huddle has been shortlisted for a national award. Juliet Usiade, senior liaison mental health nurse practitioner at the SE Locality Community Health Service, explains how the partnership huddle is helping service users.

What is the Tower Hamlets Integrated Safety Huddle?

The huddle was set up to promote coordinated and service user-centred care, and it supports early identification of adults who are at risk of harm, abuse or neglect.

The huddle enables us to plan care and provide an oversight of local safeguarding concerns and enquiries.

Who is the huddle helping?

The service users supported in the huddle are adults with complex physical and mental health issues.

Sometimes, social services may bring service users to the huddle with safeguarding concerns which have been raised.

How does it help service users?

The huddle is reassuring for service users, as it can support them in having positive health and social care experiences. From a clinical perspective, the huddle also ensures teams can understand the often complicated backstories of service users.

Why is the partnership approach important?

We all have one common goal, which is to improve the care and experiences of service users. To achieve this, we complement each other's work through interdependence and co-production – making service user experiences very enriching.

Which partners are involved?

Integrated Safety Huddle partners are ELFT Community Health Services, Tower Hamlets adult social care, Neighbourhood Mental Health Team and Tower Hamlets Homecare.

HSJ 
**PATIENT SAFETY
AWARDS 2023**

National recognition

THE huddle was shortlisted in the Best Use of Integrated Care and Partnership Working in Patient Safety category of the HSJ Patient Safety Awards.

The awards ceremony was due to take place on Monday, September 18.





Nutrition is everybody's business

writes professional development lead dietitian
Hannah Style

"PEOPLE enduring severe mental illness are disproportionately affected by both malnutrition (being underweight) and overweight obesity, as well as diabetes, all of which pose clinical risks.

Since I became the professional development lead dietitian in ELFT nearly two years ago, I am delighted to see matters of nutrition and hydration being prioritised across the Trust. Starting as a small group of silo-ed practitioners mostly in Eating Disorder services, we have grown in response to the growing need. Collaborating with both the Physical Health Group and the Public Health team, the dietitians have worked tirelessly to ensure that preventing diet-related diseases is identified as strategic priority for the Trust.

The dietitians launched the training module on Nutrition Screening in January this year, and have worked with the digital team to embed the nutrition-screening tool into medical recording systems. In March, the dietetics workforce grew dramatically as ELFT welcomed five new dietitians to provide services in mental health inpatients settings, forensics, and learning disabilities in North East London and Luton and Bedfordshire. Although there has been a notable increase in appropriate referrals to the dietitians, we remain the most under-represented therapy in the Trust and need the help of referrers in completing the nutrition-screening tool effectively.

Building close links with catering leads, service users and quality improvement advisors, we are ready to launch the Nutrition Steering Group which will discuss all things food and fluid. We look forward to partnering with everyone who is keen to champion diet-related disease prevention, and advocate for our service users' nutrition."



Julie Roye on Leadership



Watch the video interview with Julie here

HEAD of nursing for primary care, Julie Roye, has been named as a finalist in the leadership category of the RCN Nursing Awards 2023. Julie, who has been recognised for helping increase the uptake of cervical screening in diverse populations, talks about leadership and ELFT's culture that allows leaders to flourish.

"Leadership, for me, means inspiring colleagues to improve patient care, develop professionally, and work cohesively towards shared objectives. It's about possessing a clear vision, embodying it, and empowering others to do the same.

My personal sources of inspiration include remarkable women like Oprah Winfrey and Maya Angelou, whose stories of overcoming adversity and rising to greatness have shaped her journey. I draw strength from my parents who migrated to the UK in the 1950s, weathering numerous challenges to thrive in a new environment.

I have also been influenced by Lorraine Sunduza, now our interim chief executive, and director of nursing Eileen Bryant, women at ELFT who have demonstrated leadership excellence.

One of my transformative leadership moments at ELFT involved taking the lead on a Quality Improvement project focused on cytology. This initiative was marked by increased staffing levels, targeted training, and collaborative efforts across administrative and clinical teams.

ELFT's nurturing culture and commitment to development is evident in programs like the Improvement Leaders and Improvement Coach initiatives.

I would encourage colleagues to define their development goals and seize opportunities for leadership growth, knowing that ELFT will provide the platform."

Celebration of Partnerships

Between July 2021 and March 2023 Compass ran 20 procurement programmes on behalf of ELFT, with more than £11.7m funding awarded for 224 VCSE contracts and projects across the communities supported by the Trust.

EXISTING partnerships were celebrated and opportunities for further support promoted at a conference for voluntary, community and social enterprise organisations (VCSEs) hosted by Compass Wellbeing.

Nearly 300 people from across 13 London boroughs registered to take part in the 'Enhancing Delivery Leaders for Tomorrow' conference held at Old Town Hall, Stratford on July 4.

The event provided a networking opportunity for statutory, voluntary and community sector leaders across north and east London – with opportunities to meet in the same space, progress the joint working agenda and build and develop alliances.

The interactive forum also included breakout sessions and a bustling 'marketplace' where 14 organisations showcased their work.

Themes included building resilience and building VCSE alliances to meet population needs.

"The Compass team provide exceptional support for VCSE colleagues, who in turn provide exceptional leadership in delivering population health through innovative approaches in reducing inequalities which support NHS and social care," said Dr Mohit Venkataram, Compass Wellbeing chief executive and ELFT executive director of commercial development, who was also a speaker at the conference.

Compass Wellbeing works to bridge the gap between VCSEs and healthcare services by building capacity in the sector, improving the ability of VCSEs to engage with the Trust, and facilitating partnership working.





Impact Award

A nurse based at the John Howard Centre in Hackney has been awarded a Margaret Parkinson Into Nursing Impact Award by the RCN Foundation.

The RCN Foundation Impact Awards are held annually to celebrate and recognise excellence in nursing and midwifery throughout the country, in particular the exceptional work undertaken throughout the healthcare system.

Fartun Ali, a staff nurse at the John Howard Centre, won the RCN Foundation's Margaret Parkinson Into Nursing grant for her outstanding achievement in pre-registration student nursing and midwifery.

"This is something I would not have been able to achieve without the guidance from my brilliant colleagues," she said.

Congratulations also to **Dr James Cai** who won the Royal College of Psychiatry 'Foundation Doctor of the Year' award in recognition of his proactivity in supporting QI colleagues with their Right Support, Right Time project.

Newham community children's matron, **Rebecca Daniels**, at ELFT has been named in the Nursing Times' NHS 75 impact list, one of 75 nurses and midwives to have made a significant contribution to their services.

Newham consultant paediatrician **Dr Michelle Hays** has been appointed to a Professorship at the National Institute for Health and Care Research (NIHR).

NHS East of England, East of England Ambulance Service Trust (EEAST), **Bedfordshire Community Health Services** and other partner urgent community response teams have received the Improving Urgent and Emergency Care Through Digital Award at the HSJ Digital Awards 2023.

The award was for the Access to the Stack programme and the use of the cleric digital portal enabler for transferring patients to urgent response teams.





“The change from people with the most re

A trailblazing Working Together programme is changing the way we deliver care around the needs of individual patients. Meet our Clinical lead Helen Mills, from Bedfordshire, who explains her role and how the new approach is making

“Working Together is a partnership approach, led by BCHS and Central Bedfordshire Council, to better connect health and social care needs for individual patients, particularly those with complex needs. Health and social care professionals discuss the needs of individuals and ensure all relevant services are linked together and providing the support that people need.

Its aim is to help people who need support from more than one agency get all of the help they need, to help them stay out of hospital and to strengthen how different services communicate and provide joined-up care.

We mainly help people with complex needs by listening to their needs and considering any additional support they might need from health or social care partners. This might be through identifying needs following a spell in hospital or a home visit following a home visit and the professional then contacting other services, or through our multi-disciplinary team (MDT) team meetings where we discuss what other needs an individual has and who can provide that help.

It is a programme that connects Bedfordshire Community Health Services (BCHS) teams, mental health colleagues, children’s services, social care professionals, Primary Care Networks (PCNs), the fire service, social prescribers, housing support staff and a range of other health and wellbeing partners.

Working Together was launched in Leighton Buzzard in November 2021 and has now expanded to Dunstable. Our hope is to eventually extend across Central Bedfordshire and Bedford Borough.

The change in tone from people we help is one of the most rewarding things. One mum we supported was frustrated and didn’t know how to access help for her daughter. Working Together connected with social services, organised Occupational Therapy (OT) support, liaised with her daughter’s school, showed them where to go for disability assessments and we also linked them with a nutritionist.

...in tone ...help is one of ...warding things."

...me in Leighton Buzzard that wraps health and social
...ts has now expanded to support people in Dunstable.
...e Community Health Services (BCHS), talks about her
...a difference to the two communities.

The change in mum was incredible. She felt informed, supported and assured that everyone was working together to help her and her daughter.

We helped the family and helped the system by providing preventative care and avoiding hospital admission.

We are seeing a growing need for people with physical health needs that also need mental health support. Poor physical health can often impact mental wellbeing. A lot of our patients require mental health support. Hoarding is a big issue, as well as substance misuse.

The biggest things we have learnt are the huge importance of speaking to people and good communication – both with patients and across services and organisations. Everything is now documented on electronic systems and everyone is in the loop. That means patients no longer need to repeat their story to every organisation."

Case Study

'Dave', 40, from Dunstable

This patient had an open wound on his hip, poor bloods, weight loss and was suffering from poor mental health through lack of social activity.

The Working Together team liaised with his GP, the Tissue Viability Nurse (TVN) and dietitian to help improve his blood results and close the wound so he was fit enough to receive surgery and prevent the need for further treatment. 'Dave' was also connected with the psychology team to improve his mental wellbeing.



Breathing in benefits of air study

THE benefits of air cleaning units for service users and NHS staff are being tested in a mental health inpatient unit at Fountains Court in Bedford.

The Trust has launched a research project using Quality Improvement (QI) tools to study the benefits of units in removing airborne pathogens and improving air quality in the enclosed environment of a mental health inpatient site.

The research is thought to be the first of its kind in a mental health inpatient unit in the UK.

The project is an extension of a study led by Cambridge University Hospitals Trust which has seen similar testing take place for physical health inpatient wards at Addenbrooke's Hospital in Cambridge.

Fountains Court is a 26-bed acute assessment unit for older people with mental illness. Six air cleaning units have been installed with discreet housing covers and are all ligature-proof.

Suzy Enoh-Arthur, Bedford community mental health clinical lead, is the principal QI lead for the ELFT project.

Suzy emphasised the project involves estates, clinical colleagues and co-production through the involvement of service user family and friends from the outset.

"The hope for everyone involved is that this could ultimately help improve infection prevention and control for the Trust and the wider NHS," she added.

The equipment has been provided by research and development company AirPurity, which also supported the research at Addenbrooke's Hospital and is advising NHS England.

ASKING FOR A FRIEND



IF a work colleague has been off work with a mental health condition, what are the do's and don'ts how to welcome them back without upsetting them?

Welcoming a work colleague back after they have been off work due to a mental health condition requires care, respect and inclusivity. Below are some do's and don'ts to create a supportive and positive environment for their return:



Do's:

Reach out with care – send them a warm welcome back message. When you see them, let them know that you are glad to see them and are there to support them.

Respect their privacy – Be mindful that they may not want to discuss their mental health condition in any detail with you. Respect their boundaries.

Be inclusive – Involve them in work related discussions and activities as you would with any other colleague.

Listen actively – If they want to talk, listen and let them share their thoughts and feelings without judgement and interruption.

Don'ts:

Ask intrusive questions – avoid asking detailed questions about their mental health condition and treatment. Let them share what they feel comfortable sharing and this may be minimal too and that is ok.

Make assumptions – Everyone's experience with mental health is unique and it is important to avoid generalising.

Treat them differently – treat them with the same respect and consideration as you would with any other colleague.

Minimise their experiences – Never belittle or dismiss their mental health condition. Remember that supporting a colleague with a mental health condition is an ongoing process. Continue to be a supportive and understanding colleague as they navigate their journey to recovery and wellbeing.

NHS celebrates 75 years

THE NHS celebrated its 75th anniversary on July 5, 2023.

ELFT staff and service users marked the landmark anniversary with a series of events and activities.

Former chief executive Paul Calaminus extended a lunch invitation to staff who share the same birthday as the NHS.

Four colleagues joined him and chief nursing officer/ deputy chief executive, now Interim ELFT chief executive, Lorraine Sunduza on June 28.

Colleagues laced up their running shoes to take part in parkruns and celebrate the 75th anniversary of the NHS.

NHS staff and volunteers, as well as local communities, were encouraged to 'parkrun for the NHS' at parkrun events on Saturday 8 July or junior parkrun events on Sunday 9 July.

The event was an opportunity to acknowledge the huge contribution that the NHS makes to the health of the nation and celebrate all the staff and volunteers, past and present, who have made the NHS what it is.

For one ELFT runner, Marica Wainer, it was her first run since unfortunately breaking her ankle earlier this year. That's dedication for you!

A packed Bedfordshire Big NHS 75 Show was held in Marston Moretaine on July 5 for staff, service users, patients, governors and members of the public.

More than 120 people also attended a second NHS 75 celebratory event in East London on July 12.

The Trust will be presenting staff with a special commemorative NHS 75 pin as a keepsake to remind them that they have played their role in the national health of the population.



See pages 12-13 for more from the celebration events in Bedfordshire and East London

The Great Bedfordshire NHS Show

HEALTHCARE professionals, service users, carers and other members of the community gathered for The Great Bedfordshire NHS Show at The Forest Centre in Marston Moretaine on Wednesday, July 5 – exactly 75 years since the NHS was formed.

The packed event was organised by Bedfordshire Community Health Services (BCHS), part of ELFT, and the Governor and Members office of ELFT.

It included the NHS 75 King, Colin Goodship, who was born on 5 July 1948 so was the same age as the NHS.

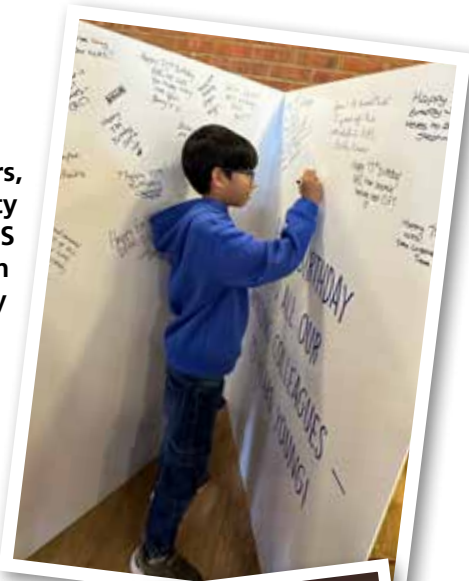
One of the joint organisers was Debbie Martin, BCHS Associate Director of Community Services: Operations.

"The one common thread throughout my time with the NHS has been the unswerving commitment of every colleague to providing the very best care possible for the communities we serve," she said.

The show also provided a chance for guests to meet ELFT's local Governors.

ELFT Membership Officer Tina Bixby, who organised the London event and who jointly with Debbie organised the Bedford Show: *"It was a great opportunity for our Governors and Members to share in our celebrations.*

"Connecting with neighbouring Trusts at an event was a first for us and has set the scene for the future."



Watch our Bedfordshire NHS Show video report

East London NHS Birthday Celebrations

A second NHS 75 celebratory event took place on 12 July for East London in Toynbee Hall, Aldgate.

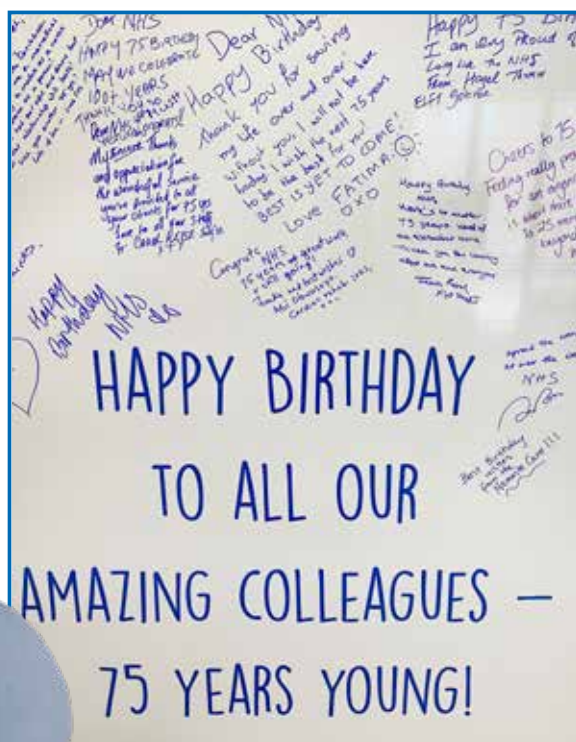
More than 120 people enjoyed NHS 75 cupcakes, fruit and refreshments, along with a party bag filled with fruit for people to take home at the end.

An NHS 75 photo frame was very popular as was a giant birthday card that people signed for the NHS.

Whilst they didn't have 75-year-old 'King Colin', they did have special guest, 95 year old retired nurse Lilian Reid who trained and worked in East London her whole life.

Chair Eileen Taylor spoke about how treasured and valued the NHS is.

A huge thank you to organisers Tina Bixby and her trusty helpers for helping the Trust to mark this wonderful milestone.





Welcome to our membership pages!

THE summer has flown past and at the time of writing this, the weather is a mixed bag. Hopefully, you have seen some sunshine, caught some rain drops and are planning for the autumn nights that await us!

But before we start thinking about winter coats and boots, let's talk summer. You will have seen the articles on our fabulous NHS 75 Community Fayre celebrations that were held in July in Bedford and London.

Both days saw our local Governors chatting and meeting our members. It was the first opportunity for them to meet members face to face since the pandemic, it was lovely to see people re-connecting and sharing stories and making new friends.

Governors from our nearby hospital trusts in Bedford and Milton Keynes joined us in Bedfordshire and we hope to be working together in the future, so look out for our meeting plans.

If you had the opportunity to join us, you may have seen our brand-new **Membership Engagement Plan** we produced with input from our members, governors, service users and people participation reps. The plan has been approved by our Board and Governors. We are so pleased with the outcomes, it's a first for us as the plan is on one page instead of 12! Saving trees and making things simpler. The plan can be seen on the next page. We will be working in the next 6 months on upcoming plans for our members meetings and Trusttalk.

We also have our new membership logo - we created it with the three words in mind that are important to our membership: Connecting, Engaging, Listening. Our Governors voted on the final design. Whenever you see this logo you will easily recognise that it is from the membership team.

Nominations for Governor elections were held in July for the City of London, Hackney, Luton and Staff Governors – the elections were unopposed which means that the number of nominations did not exceed the number of vacancies so there is no need for a ballot. We will introduce our new governors in the Autumn edition. Keep an eye on your inbox for emails about our upcoming meetings and our AMM.



Electing the right Council makes a real difference – you can see last year's video on the Council's impact here.

Finally, our usual plea - Help us save trees and pennies – let us have your email address. We are trying to make sure that we make the best use of our money, so, if Trusttalk is posted to you please let us have your email address. You will still hear from us, but it will be by email. We would prefer to send you an email version of Trusttalk, not only will we save trees, we will save on postage costs!

So please, if you have an email address - let us know, by emailing us at: elft.membership@nhs.net please include your full name and address.or if you no longer wish to hear from us (and that's ok), please let us know using the same email address or give us a call on **0800 032 7297**

You can contact the membership team or your Governors by phone, **0800 032 7297** or email us at elft.membership@nhs.net At ELFT, our members are our local community, service users, staff, stakeholder and the voluntary sector, connecting us to all we serve.



Membership Engagement Plan 2023 - 2026



Chair FINAL WORD

I hope all of you managed to have time away from the Trust and the opportunity to rest and re-energise yourselves.

I am acutely aware of the many pressures the Trust currently faces - waiting lists in all services and acute pressure on beds, just to name two. I want to thank all of you for giving it your all every day.



Every role in the Trust supports providing safe and high quality care. To do the best for our patients and carers we need to care for ourselves and I hope you are all doing that.

Once again it is all change at ELFT. Paul Calaminus left us at the end of August to take on the chief executive officer (CEO) role at North East London NHS Foundation Trust (NELFT) where he has had an immediate impact.

This is not goodbye to Paul. NELFT is one of our most

important system partners and every conversation I have with Paul in his new role references the multiple areas where the two Trusts are collaborating and have the potential to collaborate to improve services across the geographies of both Trusts and to reduce variation in north-east London in particular.

What a delight it was to be able to appoint Lorraine Sunduza, formerly our chief nurse to the interim CEO position at ELFT.

Lorraine has hit the ground running and you will hear in coming weeks about her personal priorities. Lorraine, Paul and I have started to meet as a trio every week to talk about priorities at both Trusts and explore further opportunities to collaborate.

In one of the meetings of both Trust boards earlier this year we coined the phrase 'collaboration by default' and that is what we aspire to.

I watch with trepidation the rising number of Covid cases at the same time I notice every venue I walk into becoming more and more crowded. Please stay safe and take care of yourselves.

Eileen Taylor

Two GP Practices to Join Trust

DEDICATED healthcare teams from two Luton GP practices are set to join the Trust this autumn.

Kingsway Health Centre and Bramingham Park Medical Centre will join the Trust, which is rated 'outstanding' by the Care Quality Commission (CQC), on October 1, 2023.

The two practices have more than 30 staff and provide care to more than 16,000 members of the Luton community.

The Luton practices will join the ELFT Primary Care Directorate which includes Leighton Road Surgery in Leighton Buzzard, Cauldwell Medical Centre in Bedford and East London's Newham Transitional Practice, Health E1 and Greenhouse practices.

The new contract will see Bramingham Park Medical Centre become a branch surgery of Kingsway Health Centre, providing stability and shared expertise and support for teams and patients across both sites.

ELFT is also a provider of NHS mental health and community health services across Bedfordshire.

"This is an exciting and significant step forward for the Trust as part of our work to deliver innovative and integrated care for the communities we are proud to support," said Dr Mohit Venkataram, ELFT executive lead for primary care.

