

REPORT TO THE TRUST BOARD - PUBLIC
12 September 2018

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| Title | Chief Executive Officer's Report |
| Author | Dr Navina Evans, Chief Executive |
| Accountable Executive Director | Dr Navina Evans, Chief Executive |

Purpose of the report

The purpose of this report is to provide the Trust Board with the Chief Executive Officer's update on significant developments and key issues over the past two months. The Board is asked to receive and note this report.

Summary of key issues

This report provides a brief update on the Trust's Quality Improvement Strategy. It also contains details of the CQC inspections of the Trust, awards and recognition and updates on changes and improvements to services across the Trust. The report provides a brief update on national/ regional issues.

Strategic priorities this paper supports (Please check box including brief statement)

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|-------------------------------------|-------------------------------------|---|
| Improved experience of care | <input checked="" type="checkbox"/> | New strategy sets out that this area is a key goal |
| Improved population health outcomes | <input checked="" type="checkbox"/> | New strategy sets out that this area is a key goal |
| Improved staff experience | <input checked="" type="checkbox"/> | New strategy sets out that this area is a key goal. Efforts to support new staff in community services in Beds. |
| Improved value | <input checked="" type="checkbox"/> | New strategy sets out that this area is a key goal |

Committees/meetings where this item has been considered

| Date | Committee/Meeting |
|------|-------------------|
| N/A | N/A |

Implications

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|--------------------------|--|
| Equality Analysis | This report has no direct impact on equalities. |
| Risk and Assurance | This report provides an update of activities and issues across the Trust. |
| Service User/Carer/Staff | This paper provides an update on activities that have taken place across the Trust involving staff, patients and carers. |
| Financial | There are no financial implications attached to this report. |
| Quality | This report provides a brief update on the work taking place across the Trust to support the delivery of the Quality Improvement Strategy. |

Supporting documents and research material

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| a. N/A |
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Glossary

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| CCG | Clinical Commissioning Group |
| CMHTs | Community Mental Health Teams |
| CQC | Care Quality Commission |
| QI | Quality Improvement |

Chief Executive's Report September 2018

1.0 Purpose

- 1.1 The purpose of this report is to provide the Trust Board with the Chief Executive Officer's update on significant developments and key issues.

2.0 City and Hackney Expanded Crisis Service Launch

- 2.1 The City and Hackney Expanded Crisis Services held a launch 2 July to publicise the new elements of the service to provide immediate support to people in crisis or in distress. The crisis service is available 24 hours a day, at weekends, bank holidays and outside office hours.

- 2.2 As well as supporting individuals at the point of crisis, there are interventions to help individuals afterwards, to develop ways to cope with difficulties in their life and find ways that help to avoid a crisis.

- 2.3 The Crisis Pathway already provided: a 24 Hour Crisis Helpline: 020 8432 8020, Crisis Service Home Treatment Team, a Walk-in Crisis Café and Service User Network.

It now boasts a Mental Health Street Triage Service and Homelessness Hub (both in partnership with the Police in the City of London)

- 2.4 At the event, a police officer from the City of London police said the partnership with ELFT staff was one of the best he had ever experienced and benefited local people. He said the approach had radically reduced police time spent waiting in A&E departments.

3.0 Opening of Hope Wall and Mental Health Suite at Royal London Hospital

- 3.1 The country's first A&E mental health room opened in July in the A&E department at The Royal London Hospital in Whitechapel, East London. The award-winning room will support people who attend A&E in distress.

- 3.2 It was jointly opened by Barts Health CEO Alwen Williams and ELFT CEO Dr Navina Evans.

- 3.3 The RAID team (Rapid Assessment, Interface and Discharge) and A&E staff worked with artist Mike Miles and service users to design and transform a room into a calm place of safety for people experiencing mental health distress.

4.0 Renaming ELFT Headquarters in Honour of Dr Robert Dolan

- 4.1 The Trust's headquarters at Alie Street is to be renamed in honour of Dr Robert Dolan, Chief Executive of ELFT from 2006-2016. Dr Dolan sadly died in December 2016 soon after he retired.

- 4.2 A renaming ceremony for Robert Dolan House will take place on Friday 5 October 2018 at 2.00pm when a plaque will be unveiled in the Reception area. Robert's wife and family will be attending.

5.0 Green ELFT Campaign

- 5.1 A big step towards a smaller carbon footprint has been taken by the Trust with the launch of an environmental campaign to make it greener and more efficient. Our 'Green ELFT' initiative aims to raise awareness of green issues in the workplace and promote sustainability.
- 5.2 Green ELFT posters and stickers are displayed at sites across the organisation encouraging staff to think about the small steps they can take to save energy and resources.
- 5.3 The Trust is also making significant changes which includes: large scale recycling implementation across the Trust, creation of a Trust travel plan to help staff in making a greener choice in terms of travel, eventual removal of all single use plastic cups, LED lighting replacement for sites with the poorest energy efficient lighting, plant room and boiler insulation to maximise efficiency of larger buildings, installation of new bicycle hangars - or equivalent - across multiple Trust sites at the rate of three new hangars a year and installation of electric car charging points at the John Howard Centre as part of a Government initiative. Charging points will be added to other suitable sites if this is successful.

6.0 Service Changes

- 6.1 The Trust said farewell to Barnet Speech and Language Therapy Services for Children and Young People on 1 September.
- 6.2 On 2 July, the Trust welcomed 23 new members of staff in the City and Hackney Integrated Learning Disabilities service. The team is made up of Occupational Therapists, Psychologists, Nurses, Physiotherapists, Speech & Language Therapists, Support Worker, and a Dietitian. They form part of the Integrated Learning Disability Service in Hackney, managed by the London Borough of Hackney.
- 6.3 The Tower Hamlets Talking Therapies Service joins ELFT on 1 October. The Trust will be providing this new service in partnership with Mind in Tower Hamlets and Newham.

7.0 New Director Appointments

- 7.1 **Chief Nurse** Lorraine Sunduza has been appointed Chief Nurse. She joined the Trust in April 2002 where her first role was as a charge nurse on Moorgate Ward at the John Howard Centre.

Prior to working in the Trust, she worked in adult inpatient services in West London. Within ELFT, she has held roles as a charge nurse, ward manager,

matron, lead nurse, (in forensic services) head of nursing and director of nursing.

- 7.2 **Director of Human Resources** Tanya Carter has been appointed Director of Human Resources. Tanya joined the Trust in January 2016, as the Associate Director of Human Resources. She was previously the Head of Employee Relations and Workforce Governance at the Homerton University Foundation Trust. Prior to this Tanya was a HR Management Consultant for PriceWaterhouseCooper (PwC).

Tanya also has a significant amount of senior HR experience across a number of public sector organisations, including local authorities, Further Education colleges, primary care, acute and mental health NHS Trusts.

8.0 Awards

- 8.1 ***Carers Project Wins HSJ Award*** In July, the Tower Hamlets Carers Hub team received a Commitment to Carers award at the 2018 RCNi (Royal College of Nursing Institute) Nurse Awards for their work supporting isolated individuals who care for people with mental health conditions.
- 8.2 The Carers Hub was launched in April 2017. The hub offers a safe, supportive space of the hub which allows carers to get practical and emotional support. Carers are signposted to groups and initiatives, as well as internal wellbeing activities such as yoga and physical health checks
- 8.3 ***Tower Hamlets Learning Disabilities Service Shortlisted Award*** The Tower Hamlets Community Learning Disability Service (CLDS) have been nominated for the Breakthrough Positive Practice in Mental Health awards 2018. They were shortlisted for Excellence in Quality Improvement and Innovation in Community Mental Health. The winners will be announced in October 2018.
- 8.4 ***People Participation Awards Night.*** A hundred people attended the People Participation Awards ceremony 2018, held at the Arts Pavilion in Mile End Park, E3, on the night of 30 August.
- 8.5 Attendees were welcomed by Trust Chair Marie Gabriel. Nominations covered six areas in total, including the Health and Wellbeing Champion of the year, Contributor to Service Improvement and top Trainer of the Year.
- 8.6 The audience were moved to hear stories of lives transformed through service user's commitment and dedication.
- 8.7 ***Staff Awards Open for Nominations*** ELFT's staff awards to acknowledge the contribution of staff opened for nominations in August. The awards ceremony will take place on 12 February 2019.

9.0 ELFT Host an Open-topped Bus at London Pride 2018

- 9.1 On 7 July, the LGBT+ Staff Network joined London Pride 2018 procession in an open-topped bus. Over 100 ELFT staff were involved. With the procession taking place just two days after the 70th anniversary of the founding of the NHS, staff were very touched by the massive support for the NHS that they received from the crowds
- 9.2 The Trust has launched four staff networks this year: LGBT+ staff network, BME staff network, Women's staff network and a Disability staff network to provide support and solidarity to staff.

10.0 National Speak Up Guardian for the NHS Visits ELFT

- 10.1 Dr Henrietta Hughes, the National Guardian for the NHS visited the Trust in August where she spent time with staff and services users in City and Hackney.
- 10.2 The aim of her visit was to see how staff are being supported to speak up and discuss how the Trust is developing a culture of openness in supporting those who come forward to speak up with any concerns. This was part of her visits to local Guardians across the NHS.
- 10.3 The National Guardian's Office was established in April 2016. Dr Henrietta Hughes, who is also a GP in London, was appointed as National Guardian in October 2016. Her role is to support the growing network of Freedom to Speak Up Guardians, Ambassadors and Champions across the NHS and to foster an open and transparent culture where speaking up is business as usual.

11.0 Summer Heatwave

- 11.1 I would like to pay tribute to all our staff who steadfastly worked through one of the hottest summers we have had in a long time. With many undertaking home visits, they were subjected on a daily basis to extreme temperatures and very uncomfortable conditions.
- 11.2 Throughout the hot weather, they ensured the safety of those in their care, identifying service users at high risk of dehydration or the effects of the extreme heat. They found innovative solutions in managing their workload and successfully managed bed occupancy demand, etc.

12.0 Action being request

- 12.1 The Board is asked to **RECEIVE** and **NOTE** this report.