

REPORT TO THE TRUST BOARD: PUBLIC
9 JANUARY 2019

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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 |

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 ELFT Leading The Way in £78m NHS Digital Prescription Programme

- 2.1 East London NHS Foundation Trust (ELFT) is at the forefront of a national programme to further improve patient safety through the introduction of electronic prescribing and administration (ePMA).
- 2.2 ELFT is one of 13 NHS Trusts that will be the first to receive a share of £78m to support ePMA. The Trust is receiving £740k for the project, which is being piloted at Mile End Hospital in Tower Hamlets and will be rolled out across all services from early in 2019.
- 2.3 The use of ePrescribing removes the need for handwritten prescriptions and dramatically reduces the risks of medication error. It supports medicines optimisation and is expected to improve patient outcomes where medicines are used in treatment.
- 2.4 The move to ePrescribing means the Trust can do away with paper prescription charts and nurses will not have to decipher illegible handwriting which will improve safety for patients. Drug information and clinical prescribing decision support will be readily available. The system will flag any contraindications and suggest alternative medication.

3.0 Minister of State for Care Visits Newham Community Health Services

- 3.1 The Minister of State for Care, Caroline Dinenage, paid a visit to the Trust's Newham Community Health services at the East Ham Care Centre in Shrewsbury Road on 21 November 2018.
- 3.2 The Minister was given a tour by the Trust's Chair Marie Gabriel, Newham's Community Service Director Michael McGhee and Deputy Director Helen Green. This included an overview of services, the integration of new technology, and a focus on preventing A&E visits and hospital admission by providing high intensity support where the patient lives.
- 3.3 The Minister also heard about Newham Community Services strategy in working with homeless people to overcome barriers in accessing health care and ensuring that contact with health services has an impact.

4.0 NHS England Chief Nurses Visit Forensic Services

- 4.1 Professor Jane Cummings, Chief Nursing Officer for NHS England, and Jane Clegg, NHS England's Director of Nursing, visited the John Howard Centre on 19 November 2018.
- 4.2 They met with Director of Nursing, Lorraine Sunduza, the Lead Nurse, Day Njovana, and staff and service users to hear how they have successfully co-operated together to bring down incidents of verbal and physical violence across the whole site.

- 4.3 They heard how a key part of reducing violence was to ensure that service users were part of the process. 'What Grinds Your Gears?' was the name of a survey used to encourage everyone to speak up and say what they thought needed to change.
- 4.4 During the visit, they heard from a service user who explained how she used to be violent in the way she spoke and acted. But that the services approach to behaviour management had changed this.
- 4.5 The Chief Nurses heard about other areas targeted under the Violence Reduction Programme including a focus on how to reduce the use of restraint and seclusion across the wards. They heard that the length of time people spend in seclusion areas has gone down due to the use of staff and service user safety huddles which are now embedded as routine practice.

5.0 Brexit: Supporting EU Healthcare Staff and Contingency Planning

- 5.1 The Trust has been holding Brexit Contingency Planning meetings to anticipate and identify issues that could impact on the organisation in the event of a 'No Deal' exit arrangement from the European Union. The Committee has been considering staffing, supply chains, equipment sources and stock control
- 5.2 The Board have been keen to support EU staff that will be affected by the impending Brexit changes. Staff originating from the European Union staff have been invited to attend information sessions with the Trust's solicitors for updates and guidance on how Brexit could impact on them.
- 5.3 Staff have been involved in a pilot to test an App developed by Government. The downloaded app takes the applicant through a step by step process to apply to remain in the UK. Staff report that the App is very easy to use.
- 5.4 There is no requirement for Irish Nationals to apply for settled status to remain in Britain as their right to live and work in Britain is guaranteed under bilateral arrangements.

6.0 ELFTAbility #PurpleLightUp

- 6.1 On 3 December, the Trust celebrated the contribution of staff with a disability by joining in with the #PurpleLightUp campaign.
- 6.2 The #PurpleLightUp is an international campaign that celebrates the contribution of disabled people across the globe. It takes place every year.
- 6.3 ELFT's involvement was led by the Disabled Staff Network which has been renamed ELFTAbility. Its strapline is: Taking the 'dis' out of Disability.

Trust staff were asked to make a Purple Pledge to support the Trust's commitment to be an organisation that values disabled employees and sees them as an asset to the NHS. The network's new names and logo was launched at the Staff Induction happening on the same day.

6.4 On 11 December, Walter Scott from the Ministry of Defence (MoD) was the keynote speaker at the ELFTAbility Network. He talked about his experiences as someone with a stammer and his difficulties getting started in his career. He shared with the network how he had challenged the MoD on equality and inclusivity, and developed the MOD's Defence Stammering Network.

7.0 Conferences

7.1 ELFT Hosts National Conference: From Care Programme Approach to Recovery Care Approach - Time to Move on?

7.2 The Trust partnered with City University (London) on 1 November to host a conference questioning the relevance of the Care Programme Approach in modern mental health care. The conference was attended by 200 delegates from across the UK. ELFT staff, City University students and service users were able to access free tickets.

7.3 CPA is a model of mental health care management that underpins the way people with mental health issues are diagnosed, treated and supported across the country. There is a national debate and a lot of interest in the future of the CPA

7.4 The Care Programme Approach (CPA) model is nearly 30 years old. Ideas about rehabilitation, service user involvement and recovery have undergone seismic changes during this time. With evidence indicating that service users thrive better using the Recovery model, organisers Professor Frank Röhricht, Professor Alan Simpson and Paul Binfield questioned whether it is it time to discard the 'old ways' and embrace a new recovery framework for care planning in mental health.

7.5 This event featured a range of leading national speakers, presentations on up-to-date research on the CPA and an overview and evaluation of a new innovative approach to recovery-focused care planning.

7.6 Learning Disability Internal Conference

In November, ELFT held its first ever Learning Disability Conference for 150 staff. The aim of the event was to see how LD fits into the Trust's new strategy and how people participation can be used to improve the service. ELFT now has LD services across its patch from east London to Bedfordshire, some of which only came on board in this year. Chaired by Clinical Director Dr Sanjay Nelson, speakers included Gavin Harding, now an LD advisor to NHS England, who told of his traumatic experiences while a service user at an assessment and treatment centre and why he set up a self-advocacy group to support service users. He has gone on to become the first mayor in the country with learning disabilities when he took up the ceremonial robes in Selby, North Yorkshire, and has been further honoured with a MBE. Also speaking was Dr Jean O'Hara, National Clinical Director for LD, who updated staff about the NHS's long-term plan for learning disability and autism.

7.7 Conference for New ELFT Mental Health Nurses

On Friday 30 November, ELFT invited over 100 mental health nurses in London, Bedfordshire and Luton who have joined the Trust in the past year. Dr Navina Evans and Chief Nurse Lorraine Sunduza along with senior members presented some typical and not so typical work place scenarios to stimulate the conversation. This exercise triggered feedback around what is Good Practice in Mental Health. The day also featured sessions on self-care.

7.8 Tower Hamlets Allied Health Professionals Conference

At the beginning of November, professionals from services within the Tower Hamlets Together partnership came together at the Tower Hamlets Community Allied Health Professions (AHP) Conference. Over sixty staff from services providing Occupational Therapy, Physiotherapy, Speech and Language Therapy, Art Therapy and Podiatry attended the all-day event at Mile End, which has grown from an annual Occupational Therapy day to an AHP day of networking, learning and sharing. The aim of the day was to gather staff from services from across Tower Hamlets and hear specialist speakers

8.0 Media Activity Referencing ELFT

8.1 ePrescribing – BBC Three Counties Radio

Trust Consultant, Doctor Ben Wright was interviewed about a new digital prescription process being piloted in ELFT on BBC radio on 12 December. BBC Three Counties radio show host Nana Akua wanted to know more about the £740,000 programme being piloted at Mile End hospital in Tower Hamlets, which will then go on to be rolled out across the whole of East London, Luton, and Bedfordshire.

The ePrescribing pilot was also featured in [Luton Today](#), and online news platforms: [Leading Healthcare](#) and [Digital Health](#)

8.2 Safeguarding Adult Review – Newham (Newham Recorder/Evening Standard)

A 56 year old man with Learning Disabilities in residential accommodation did not have an advocate or guardian allocated to him by the council. He had complex needs. A multi-agency action plan has been published to prevent such a situation occurring again and to established mechanisms to monitor vulnerable adults going forward. The Trust is fully engaged in this work.

8.3 Mental Health Review Published – Tower Hamlets Crisis Hostel Alternative Cited as Good Practice

The long awaited review of the Mental Health Act has been published. ELFT is mentioned on page 104 as an example of good practice. The authors cite an alternative approach to care in Tower Hamlets, making use of specialist accommodation in supporting someone during a mental health crisis without the need to section them or require hospital admission.

8.4 **BBC 2. Babies: Their Wonderful Life**

Millions of people have been tuning in to BBC2 over weeks from November to December to watch Babies: Their Wonderful World, presented by ELFT Newham Community Services' developmental paediatric doctor, Guddi Singh. She was reporting on research into the science and psychology behind some of the key developmental milestones in the first two years of life. Dr Singh featured on Radio 4 Women's Hour to promote the series.

8.5 **TV News Interviews Tower Hamlets CAMHS Team**

ITV News visited the Trust's Tower Hamlets CAMHS service on 22 November to interview specialist psychiatric staff about the services and how they cope with increasing pressure on resources. Young peoples' mental health came into focus in the news because of the release of the Children's Commissioner for England's national survey into mental health provision for young people. The survey singled out the pressure on resources in terms of rising waiting times for young people to see a specialist. Significantly, Tower Hamlets CAMHS are bucking this national trend with a maximum five week wait for youngsters to see someone locally. Nationally, only 30% of services are able to reach this goal.

8.6 **Inspirational Hackney Nurse in New! Magazine**

In November, a nurse working in the John Howard Centre, the Trust's Regional Forensic Unit for NE London, shared her personal story of depression and self-harm through a national magazine to help challenge stigma surrounding mental health. It was part of a feature on how people have recovered from self harm. She talked about her own mental health journey and the steps she has taken on her recovery journey.

9.0 **Flu Campaign**

9.1 The staff flu campaign is underway. 2254 (40.09%) staff have been immunised. Because of the importance of the flu vaccine in protecting staff from flu, the Department of Health has made achieving a high level of staff vaccination a CQUIN target, meaning that the Trust will also get additional income of up to £380,000 if we achieve a rate of 75%.

9.2 This year the Quadrivalent Influenza Vaccine (QIV) is being used and protects against four strains of flu. Flu clinics are taking place across the whole organisation. Staff can, if they prefer, get their flu jab from their GP. This information is being collated along with information from staff who sign to say they wish to opt out of receiving a flu jab. These are taken into account in attaining the CQUIN target.

9.3 Prior to the launch of the flu campaign, staff were asked to vote on their choice of flu campaign posters. The majority voted for the contemporary Game of Thrones design. In keeping with this theme, a Game of Thrones goblet has been purchased as an incentive to the Directorate that has the highest number of staff vaccinated.

9.4 The Chief Pharmacist has issued information to ELFT pharmacists and clinicians to ensure that inpatients are offered the flu vaccine. It is the responsibility of the individual's GP to ensure they receive flu protection if eligible. However, some service users may not be able to get to their GP practice if they are admitted to one of ELFT's facilities, so it is important that they are offered the vaccine while under our care.

10.0 Action being request

10.1 The Board is asked to **RECEIVE** and **NOTE** this report