

REPORT TO THE TRUST BOARD: PUBLIC
23 MAY 2019

Title	Chief Executive Officer's Report
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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)

Improved patient experience	<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:

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.

Supporting Documents and Research material

a. N/A

Glossary

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 The Lighthouse Launches in Leighton Buzzard

- 2.1 A trailblazing new 'safe space' for anyone with mental health concerns was launched in Leighton Buzzard on 23 April 2019. The Lighthouse will be open from Tuesday to Friday from 5.30pm to 8.30pm. It will be free and open to anyone who wants to attend.
- 2.2 The Lighthouse, a service inspired by carers and service users and led by trained volunteers, started a three-month trial from Whichello's Wharf in The Elms, Stoke Road. The group chose The Lighthouse as their logo as Lighthouses symbolise the way forward and help in navigating our way through rough waters.
- 2.3 A team of trained volunteers and qualified health professionals will provide support, advice and, if needed, signposting to a range of services in Bedfordshire. The team can help everyone from those feeling lonely or isolated, people with worries about practical issues like applying for benefits, those who want support as part of their recovery, or anyone who feels they are close to or experiencing a mental health crisis.

3.0 Welcome to Bedfordshire Complex Care Team

- 3.1 The Bedfordshire Complex Care Team provide support to residents in care homes who are unwell with a minor illness or injury. The team also support residents in care homes after discharge from hospital and new admissions to the care homes.
- 3.2 The Complex Care Team is part of Bedfordshire Community Health Services
- 3.3 The team comprises of experienced nurses and senior pharmacists, with up-to-date evidence-based knowledge and skills, supported by a highly-skilled administration team.
- 3.4 The aim of the service is to empower care staff to improve the quality of care provided to residents and to avoid inappropriate emergency admissions to hospital. Daily contact is made with care homes and clinical support and advice is offered with face-to-face assessments by the nurse or pharmacist is given as appropriate.

4.0 Brexit Contingency Planning

- 4.1 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.
- 4.2 Although the EU has granted an extension to allow more negotiation time until October 2019, the Trust has opted to continue with monthly Brexit contingency planning.

- 4.3 The Trust has sent out a survey to staff to get feedback about Brexit communications so far, to evaluate what was helpful and what would improve communications

5.0 Expanding Perinatal Services Across ELFT

- 5.1 An event to launch the expansion of perinatal services across north east London took place on Wednesday 27 March at the London Stadium in Stratford.
- 5.2 There are 25% more births per year in this region than in any other part of London.
- 5.3 The event was jointly hosted by the East London Health and Care Partnership, the North East London Foundation Trust (NELFT) and ELFT.
- 5.4 Perinatal mental health services provide care to women who experience mental health issues during pregnancy or in the first year following the birth of a child. Perinatal mental health problems can have long-standing effects on children's emotional, social and cognitive development without the right care.
- 5.5 £600 million is being invested over five years in a national programme to expand existing perinatal mental health services and develop new perinatal services and mother and baby units.
- 5.6 The Trust has also launched a Bedfordshire and Luton Community Perinatal Mental Health Service.

6.0 ELFT 'Virtually' Joins HEE Conference in Leeds

- 6.1 On 25 April, the Trust put the new WebEx online meeting system to good use by 'virtually' attending a Health Education England conference in Leeds.
- 6.2 The conference titled: Building Together - An NHS Workforce for the Future, involved staff at Leeds Teaching Hospital Trust, medical staff at a Medicines 2019 conference in Manchester and a focus group of staff from across the Trust who assembled in Navina Evans' office.
- 6.3 Dr Evans has been the NHS workforce workstream lead as part of the NHS Long Term Plan. A People's Plan is in development and will shortly be published. The conference was an opportunity to bring a cross section of staff together in Leeds, Manchester and London to talk about the NHS workforce.

7.0 Awards

- 7.1 Two services have been chosen as finalists in the National Health Service Journal (HSJ) Value Awards. The ADHD Pathway Team in City & Hackney CAMHS are shortlisted for the Mental Health Services Award and the Legal Affairs team are shortlisted for the Effective Litigation Management Award.
- 7.2 The Tower Hamlets-based Mental Healthcare of Older People Services team were finalists in the prestigious British Medical Journal (BMJ) Awards 2019. Leadenhall Ward were shortlisted in the Care of Older Persons category for their Quality Improvement (QI) work to reduce length of stay and bed occupancy, achieving an average stay of 30 days compared to the national average of 76 days. The awards were held on April 24.

7.3 The Bedfordshire and Luton CAMHS Crisis Service team have been named as regional winners of the Liaison & Intensive Support Award as part of the Positive Practice National Children & Young People's MH Awards 2019. The award is for a team or service that provides exceptional support and intervention to children/young people and their families through a period of crisis. The crisis team will now go through to the national awards final in October.

7.4 Clinical lead Rachel Luby has been shortlisted for a national award in recognition of her tireless work for improved sexual health and expression within mental health services. Rachel has led a Quality Improvement (QI) project at the Trust's John Howard Centre in Hackney. She is nominated for a Mental Health Nursing Award as part of RCNi Nursing Awards 2019.

8.0 Dignity at Work

8.1 The Trust has launched a Dignity at Work campaign as part of its commitment to building a shared culture of respect and dignity for all staff, patients and carers.

8.2 The campaign is being introduced with the Trust hosting a unique pop-up art installation, run by the Empathy Museum, for staff to experience for themselves.

8.3 The exhibition is called 'A Mile in My Shoes'. The pop-up museum is a shoe shop that will be housed in a container. When staff enter the shoe shop, they will select a pair of shoes, put them on and then listen to recordings on headphones and view images of the speakers talking about their lives and what is going on for them and then literally walk a mile in their shoes.

8.4 A Mile in my Shoes is an opportunity to hear the personal stories of a range of people who have recorded their perspective on life providing insight into their view of the world.

8.5 The pop-up installation will be open for all Trust staff. It will be at Mile End Hospital from May 13-17 and Twinwoods Health Resource Centre in Bedfordshire from May 20-25.

9.0 First Electric Vehicle Charging Point

9.1 The John Howard Centre in Hackney is taking steps towards becoming more environmentally friendly with the introduction of new charging points for electric and hybrid vehicles.

9.2 Three new staff parking bays, two wall-mounted and one stand-alone, have been fitted with the devices.

9.3 The new devices come as part of the Trusts' ongoing 'Green ELFT' campaign and its commitment towards reducing ELFT's carbon-footprint.

9.4 The Trust has been moving towards switching to efficient and cleaner energy alternatives and has turned to 100% renewable energy since the beginning of April.

9.5 The changes are part of larger plans to implement new and cost effective ways of bringing in environmentally friendly ideas to the Trust, including large scale recycling, reusable cups, LED lighting replacement, plant room and boiler insulation and the installation of new bicycle hangers.

10.0 Service User-Led Accreditation programme

10.1 The Trust has introduced a pioneering Service User-Led Accreditation programme.

10.2 It is designed to recognise excellence, and support improvement, in delivering the standards of care that matter most to service users.

10.3 More than 50 service users, carers and staff have shaped the standards and process to ensure the system is accessible, transparent, built around the needs of patients and engaging for staff.

10.4 The programme has been piloted at eight services across the Trust and will be open to all clinical services from July 1, 2019. Accreditation is set at three levels: gold, silver and bronze.

11.0 Welcome to Greenhouse GP Practice, City and Hackney

11.1 The Trust welcomed The Greenhouse Practice in Hackney into ELFT on 1 April. The Trust will provide Primary Care GP services in partnership with Groundswell, a charity which works with homeless and vulnerable people. Seven staff transferred to ELFT so patients will continue to be seen by staff they are familiar with.

11.2 The practice provides care to people living in hostels or supported accommodation, rough sleepers, and people who spend a significant amount of time on the street or in other public places. It also aims to support the hidden homeless, such as people in squats or 'sofa surfers.' People can refer themselves to the service.

12.0 Action

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