

REPORT TO THE TRUST BOARD: PUBLIC
30 January 2020

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 contains details of 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 Trust Chair Marie Gabriel CBE

- 2.1 ELFT Chair Marie Gabriel CBE has been appointed as Independent Chair of the North East London Sustainability and Transformation Partnership (STP) also known as the East London Health and Care Partnership.
- 2.2 To ensure independence in her new role, Marie will be stepping down from her role as ELFT Chair, a role she has held since October 2012.
- 2.3 Marie's leaving date is still to be determined. Marie will work with the Vice Chairs of the Trust, Mary Elford and Eileen Taylor, to ensure a smooth transition. Our Council of Governors, supported by the Board, has already started the process of recruiting a new Chair. The Council will also reach out to staff and stakeholders to seek their views.
- 2.4 Marie has been an exemplary Chair for us in ELFT. She is a role model for many, showing that a working class BAME female from East London can be anything they want to be. So while we will really miss her presence in ELFT, it is fitting that her new role will allow her to influence and impress a wider audience. I want to say Thank You to Marie for everything she has contributed to in the Trust.

3.0 CQC

- 3.1 The CQC carried out focussed inspections in Luton and Bedfordshire mental health services across 6 working age adult ward from 27 to 29 November 2019 and Bedfordshire Community Health Services between Wednesday 4th to Friday 6th December 2019. Verbal feedback given we await the report.

4.0 New GP Primary Care Contract in Bedfordshire

- 4.1 The Trust has secured the contract to provide GP services at Cauldwell Medical Centre in Bedford.
- 4.2 It marks an expansion of ELFT's primary care portfolio, which includes three GP practices in East London that support homeless people with complex issues.
- 4.3 The contract for Cauldwell Medical Centre starts from April 1, 2020.
- 4.4 The expansion of the Trust's primary care services provides an opportunity for ELFT to lead on the delivery of integrated care and improved population health outcomes as part of its strategic approach to improve the quality of life for all we serve.
- 4.5 GP partners, practice staff and patients will be actively involved in shaping how we provide care.

5.0 Appointment of Deputy Chief Executive and Director of Operations

- 5.1 Paul Calaminus has been appointed as Deputy Chief Executive Officer with immediate effect.
- 5.2 Paul has extensive experience in the NHS and has been an exemplary Chief Operating Officer in ELFT. His new role will be for a fixed period of two years. The portfolio of the Deputy Chief Executive will include:
- Operational Leadership and Strategy Implementation
 - Development and Adherence
 - Day-to-day Governance
- 5.3 Paul will also be responsible for Communications, Estates and Facilities, People Participation, Governance, and Assurance Special Projects.
- 5.4 A new role of Director of Operations has been created to support and monitor operational service activity and performance.
- 5.5 Edwin Ndlovu, formerly Director of Tower Hamlets Mental Health Services, has been appointed to the new position with immediate effect. This role will be for a fixed term period of two-years as well.
- 5.6 Edwin is a mental health nurse by background. He was the borough lead nurse for Newham and Associate Clinical Director in Newham between 2009 and 2015, before taking up the Borough Director position in Tower Hamlets in 2016. He is regarded as highly approachable, a great listener and someone who is solutions-focused.

6.0 Shaping Better Flexible Working

- 6.1 Staff are being asked for their views and input as part of work to further develop the Trust's approach to flexible working.
- 6.2 The Trust is exploring options which address the changing work-life balance needs of staff while maintaining standards of care and operational responsibilities.
- 6.3 Informal staff sessions have been held and a survey shared with all colleagues.

7.0 ELFT Intergenerational Network

- 7.1 The Trust has created an Intergenerational Network in acknowledgment of the potential diversity of work experiences that can be attributed to Age.
- 7.2 This newly created forum aims to provide support for staff, and advise the trust in terms of developing policies and practices that promote favourable working experiences for employees of all ages. We welcome the input from all.

8.0 Psychiatric Team of the Year Award

- 8.1 The Deancross Personality Disorder Service in Tower Hamlets was awarded national Psychiatric Team of the Year 2019 for the Working-age Adults category at the Royal College of Psychiatrists (RCPsych) Awards 2019.
- 8.2 DeanCross is the first Personality Disorder Service in England that uses transference-focused psychotherapy to help patients with personality disorders manage their condition.
- 8.3 DeanCross has established a research unit, the Centre for Understanding Personality Disorder (CUSP), which is linked to the Centre for Psychiatry, Queen Mary University. The team is keen on sharing their knowledge and expertise and present at national and international conferences, as well as publishing research papers to support fellow healthcare professionals in the work they do.

9.0 Flu

- 9.1 From September 2019 we been offering vaccination of all staff and service users against seasonal flu. Providers services have been set a target of 80% uptake rate amongst front line staff we are currently at 69.2 %, with the Trust board uptake of the vaccine is 100%.

10.0 Year of the Nurse and the Midwife

- 10.1 2020 has been designated the Year of the Nurse and the Midwife. The chief Nurse and Nurse leads across the Trust have plans to acknowledge and recognise nursing contributions to mark this.

11.0 Brexit Update

- 11.1 Following the vote at second reading of the Withdrawal Agreement Bill on 20 December, the Government has stepped down preparations for a no-deal exit from the European Union.
- 11.2 The Department of Health and Social Care has informed NHS England and NHS Improvement that for the health and care system this means that no-deal preparations should cease.
- 11.3 As a result, staff working on no-deal preparations are being redeployed and other health and care organisations should do the same.

12.0 Mental Health Crisis Care

- 12.1 The ribbon was officially cut on the Newham Mental Health Assessment & Crisis Hub on December 2.
- 12.2 It is a service that is available seven days a week, 24 hours a day as a single point of entry for all secondary mental health referrals across the whole borough.
- 12.3 The Hub replaces the Assessment and Brief Treatment Team as Newham's Single Point of Entry. It will screen and triage all referrals, streaming to the most appropriate care pathway.
- 12.4 The Hub will be staffed by mental health practitioners 24 hours a day who are able to undertake face to face assessments of service users within 4 hours of referral where necessary. The service can be contacted on: 0207 771 5900.
- 12.5 The Trust and partner Mind BLMK continue to work together to shape new 24-hour extended mental health crisis care across Bedfordshire and Luton. The enhanced crisis care service will act as a gateway to all mental health services, including mental health crisis cafes, and will be provided through NHS 111.

13.0 NHS Annual Staff Survey

- 13.1 The NHS annual staff survey for 2019 has been completed by 2,846 (52.8%) Trust staff.
- 13.2 For every survey filled out, £5 is donated towards by the Trust to staff and service initiatives in each team. The total of £13,620 has been raised this year.
- 13.3 The NHS Staff Survey takes place annually across the country and is a significant benchmarking tool for our Trust. The feedback received is extremely important in shaping the actions we take in order to create a work environment that is not only productive but rewarding for all our staff.

14.0 Action

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