

# TRUSTtalk

Magazine for staff, members, volunteers and people who use our services



Staff Awards 2021

New ELFT Strategy

Double Decker Bus  
Supporting Street Homeless

Support After Stillbirth  
and Miscarriage

Autumn 2021

We care  
We respect  
We are inclusive



## Chief Executive **FOREWORD**

**ALTHOUGH** Autumn is regarded as one of the bleakest seasons, here at ELFT it has been a positive and uplifting time that even the dark evenings cannot dampen!

We were delighted to hear that Leighton Road Practice in Bedfordshire was rated as 'Good' by the CQC in their recent inspection. The practice was rated 'Inadequate' in 2019 so this breadth of improvement is phenomenal and a testament to the determination and hard work of the practice staff, supported by various teams in ELFT. I am so proud of what they have achieved.

We have launched our new ELFT Strategy. I am grateful to everyone who took the time to

give us feedback or attend one of the discussion sessions to help us formulate our plan for the next 5 years. The strategy takes into account the impact of the pandemic on our communities, the changing needs of local people and progress already made. I think we have an exciting blueprint now and I look forward to working with all our partners, staff and service users to drive this forward.

We have launched a new maternal mental health service to support people when they experience miscarriage, birth trauma, stillbirth, termination and related issues. This is a much-neglected area and I am pleased that ELFT will be able to be there for people affected by such deeply upsetting events. We are also a partner in the Mayor on London's 'Driving for Change' project which is using re-purposed London buses to support the street homeless in an unique way.

In October, we hosted our Staff Awards Ceremony, our first face-to-face event in 18 months. Our Staff Awards is always a heart-warming event but after the pandemic, staff were ready to come together, relax and reflect on all they have done. It was a very special evening and an opportunity to recognise the incredible efforts of our staff and say... thank you. A number of our staff and teams have been recognised and

received awards from external organisations too which is why, despite the colder weather, I feel a warm glow of pride!

The continuing impact of COVID remains a huge part of our work here at ELFT. We are aware that rates of flu are expected to be high this year as much of our immunity has waned while we were shielded behind our masks. So we are majoring on offering these vaccines to protect our staff as much as possible so that they remain well to deliver services, and do not inadvertently pass on these viruses to vulnerable people. Along with other health and social care providers, we will be issuing guidance about the Government announcement on mandatory vaccination. We will review the response from our workforce and the impact of this on service provision.

In the meantime, with the new Omicron variant and COVID infection rates extremely high, I urge everyone to get fully vaccinated against COVID. And to wear masks in indoor crowded spaces, wash your hands throughout the day, and do all that you can to minimise your risk.

I want to wish you and your families a happy time and safe time over the next few weeks. I wish you all the best for 2022.

**Paul Calaminus, Chief Executive**

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## New Appointments and Changes

### Chair

ELFT Chair Mark Lam is to join North Middlesex University Hospital as its Chair. NHS England/NHS Improvement's Trust Appointments Approvals Committee announced this in October. In accepting the post, Mark, who is also currently chair of the Royal Free Hospital Group, will step down from his role with ELFT. Mark has committed to remaining in post until a succession plan has been determined and he will be supported in his ELFT role by his vice chair Eileen Taylor.

### Tower Hamlets

Day Njovana, interim Director of Tower Hamlets has been appointed to the permanent role.

### Luton and Bedfordshire

Dr Dudley Manns, Clinical Director for Luton and Bedfordshire, has left to take up a new role in Dorset. Consultant Psychiatrist Dr Angharad Ruttley will be Acting Medical Director Beds and Luton (Mental Health).

### New ICS Chief Executive Designates Appointed

Felicity Cox has been appointed as Chief Executive Designate of the NHS Integrated Care Board for Bedfordshire, Luton and Milton Keynes (BLMK), when it takes on statutory responsibilities in April 2022. And Zina Etheridge has been appointed as the Chief Executive Officer Designate of the Integrated Care System (ICS) for North East London.

## Award-winning ELFT Services



**A wide range of ELFT teams and services have been recognised in a recent round of awards.**

The City & Hackney Specialist Psychotherapy Service were winners for the HSJ Value Awards, in the Digital Clinical Transformation category for their work to create a Digital Recovery Platform for Severe Mental Illness with partners in the local Integrated Care Partnership, North East London CCG, The Advocacy Project, Core Arts and Sport.

Another HSJ Value Awards win was a collaboration in the Darzi Seeds of Change Project for the People by the People. Jessica Prakash from the Tower Hamlets Recovery College Manager said: "The project is pioneering in terms of how it brings

both clinicians and the community together to create change."

The Newham Perinatal Service were finalists in the Mental Health Service Redesign category, for their work on Transforming the Intensive Care Pathway.

City & Hackney Mental Health and the Forensic Services were both finalists at the 2021 HSJ Patient Safety Awards for their quality improvement work. The City & Hackney team were recognised for their work in pioneering a COVID-19 secure bundle to support the safety of both service users and staff. The Forensic Services was shortlisted for the Quality Improvement Initiative of the Year Award, for their improvement project on sexual safety.

East India Ward in Forensic Services, at the John Howard Centre, received a British Medical Journal (BMJ) Award for their work to challenge racism in the 'Diversity and Inclusion' category.

The Trust's People & Culture team, alongside staff from other areas including People Participation were winners of a Forward Healthcare Award for their innovative work to support the children of staff learning from home during the lockdown last year.

Trustalk is now available in a digital format meaning you can read it on your phone, a device or a computer. The digital version has longer more detailed versions of some of the articles plus some short films featuring people in this issue. It is also interactive as you can comment on the topics in this issue. Go and have a look:





## BMJ Award for Forensic Project Challenging Racism & Sexual Safety



Forensic Services' teams based in Hackney's John Howard Centre received a British Medical Journal (BMJ) Award for their work to challenge racism whilst another team received a 'highly commended' accolade for their work on sexual safety.

The work challenging racism that won the award for the 'Diversity and Inclusion' category was a collaborative effort between both staff and service users on the East India ward, a therapeutic setting for people with personality disorders.

By applying quality improvement methods, the winning team were able to understand and challenge racist incidents and have developed processes to achieve a more

respectful and equal work and living space for all.

The team have created opportunities to celebrate different cultures and race by inviting speakers who have lived the black experience. A new staff member pledged, "It's an issue not addressed for a long time. As a new member of staff with fresh eyes, I will do my bit as a white person."

Modern Matron for East India Ward, Cornelia Kundishora, who led the award winning project said: "Until now, racism has been very much 'the elephant in the room.' A group of us decided that we are not going to ignore it anymore, but to treat it with the seriousness it deserves. Staff and service users have come together to

support the victims – it has been a transformational experience"

On the team's win, Dr. Amar Shah, the Trust's Chief Quality Officer said: "The work the team has done, with service users and staff together, using quality improvement to tackle really challenging topics is inspiring for us all. Both projects have made a demonstrable difference to the quality of life and experience for service users and staff. It reinforces for me the power of coming together around an issue that matters to us, developing ideas together and using a systematic method to test and measure the difference we are making."

Dr. Philip Baker, Consultant Forensic Psychiatrist and Head of ELFT's Forensic Services said:

"We are incredibly proud of the staff who work in our Forensic Service.

"Across the service they co-produce amazing projects with our service users and bravely take on challenges that it might feel easier to try to ignore. This is especially true of work around sexual safety on Clerkenwell Ward and our winning team on East India ward for their work on racism, both of which have had led to lasting positive change. These successes are built on determination, perseverance and a culture of respect even when discussing the most challenging topics. Really well done."

## ELFT Wins National Award for Valuing Family Wellbeing

The Trust's People & Culture team, alongside staff from other areas including People Participation were winners of a Forward Healthcare Award for their innovative work to support the children of staff learning from home during the lockdown last year.

The Forward Healthcare Award judges explained why the Online Learning Activities Programme for the Children of ELFT Parents won for the category of Workforce & Staff Engagement:

"The programme, which went from inception to booking in just two weeks and was available to all staff, had parents from professional groups in all areas of the trust, and their children, taking part. Total participation across all activities over a seven-week period clocked up at more than 1,500 children."

Trust Interim Equalities Lead Anita Hynes, who played a key

role in making the programme a success said:

"I'm delighted to be part of the winning team of the Forward Award for the work carried out to deliver online learning sessions for the children of staff during the lockdown in 2020.

"This was during a time that normal education provision was under enormous pressure, and we wanted to ensure that staff across the Trust could at least feel secure in the knowledge that while they were working hard to care for our service users, their family wellbeing was being addressed by the Trust. I'm proud to work for a Trust that works hard to look after its staff."

Read more about the Trust's winning entry here:

<https://www.leadinghealthcare.co.uk/2021/08/11/forward-healthcare-awards-2021-finalists-four-fresh-takes-on-workforce-and-staff-engagement/>



# STAFF AWARDS CEREMONY AND PARTY



ELFT hosted a very special Staff Awards ceremony at the historic Troxy entertainment venue in Limehouse on Thursday 21 October.

The annual ELFT awards ceremony brings together staff, service users, MPs and health care leaders from across the Trust for one evening to thank and applaud ELFT staff for their hard work. This year it also provided an opportunity for everyone present to remember and pay respect to Trust colleagues who sadly died during the pandemic.

700 staff attended and over 200 people joined in remotely online as the event was live-streamed for the first time.

The Comperes for the evening were the Trust's Chief Medical Officer, Dr Paul Gilluley and Chief People Officer Tanya Carter.

Proceedings opened with a rendition of the song 'We Didn't Know' by the Trust's choir: #ELFTin1Voice.

The Rt. Hon Stephen Timms MP for East Ham presented the **Extra COVID Mile Award** to Fothergill Ward team, based at the East Ham Care Centre in Newham. In presenting their award, he cited the teams "endearing efforts of love, kindness and comfort for those in the last moments of their lives, making them a credit to the Trust."

### Infection Control Measures

All ticket holders were asked to bring evidence of a negative self-test taken in the hours before the event. Those that didn't have proof were taken aside to do a self-test. Attendees were advised to wear masks when seated in the auditorium. Winners were told they could take their mask off for a photograph and to address the audience. On the dance floor, where people were able to keep their distance from others, mask wearing was relaxed. These measures kept everyone safe. There were no reports of COVID infection within the next 10 days.



Luton MP Rachel Hopkins presented the **Improving Staff Experience Award** to Bedfordshire & Mid Bedfordshire Mental Health Crisis Team manager Andy Rajkumar, stating that his "resilience in ensuring that his workforce were safe, cared for and respected during the pandemic was second to none."

Also presenting awards on the night was non-executive Director, Professor Dame Donna Kinnair DBE, and Tower Hamlets-based GP and non-executive, Professor Sir Sam Everington, who cut a dashing figure in full highland kilt.

Summing up the evening's event, ELFT Chief Executive Paul Calaminus said: "We look back on what was a truly horrible year of suffering, but out of that, the level of care, dedication and resilience shown by our staff was incredible. I'm so proud of you."





1) Improving Service User Experience Award - Paul Calaminus with Emma Robinson; 2) The Commissioners Award - Bedfordshire & Luton's Community Health Psychology Services; 3) Service User Award for a Special Person - Carlene Bantick; 4) Chief Executive Award Employee of the Year - Mark Addo Akyea; 5) Special Commendation - Westfield Vaccination Centre; 6) Support Services Award - Trust's IT Team; 7) Improving Staff Experience Award Winners - Carmella Scott & Andy Rajkumar; 8) Improving Value Award Winner - Emily Guilment-Farry; 9) The Commissioners Award - Newham's Specialist Children & Young People's Services (SCYPS); 10) Robert Dolan Leadership Award - Marion Levin; 11) COVID Extra Mile Award - Brenda Smart; 12) Star of the Future Award - Saima Fiaz; 13) Paul Calaminus addressing the audience.

The Improving Service User Experience Award had two joint winners. Bedfordshire based social worker Maria Tzamtzi was praised for "advocating service user's voices to be heard, and commitment in providing patients with the opportunity to engage in meaningful recovery."

Tower Hamlets Palliative Care Manager, Emma Robinson, was the other winner for lobbying for and creating a palliative care service in the borough. "Emma never shies away from important but difficult conversations about end of life care."

The Commissioners Award was given to Bedfordshire & Luton's Community Health Psychology Services for their work to "support acute hospital colleagues, and to respond to the challenges of a significant surge in referrals in recent months."

A Service User Award for a Special Person was presented to Carlene Bantick, part of the Luton Older People's Mental Health Care team, for her work, citing a service user who said "they would not be alive if it wasn't for her support."

Occupational Therapist and Tower Hamlets based Mark Addo Akyea won the Chief Executive Award Employee of the Year for his "excellent leadership qualities which ensure things run as smoothly as possible."

A Special Commendation was presented to a multi trust team for work done to roll out the mass vaccination programme across north east London. Staff from the Westfield Vaccination Centre filled the stage. The audience heard that "Their tireless work included the planning and coordination of 7000 vaccinations in just one day in June at a mass vaccination event in the London Stadium".

People and Culture team member Olga Osokina won a Support Services Award for her "unswerving commitment" to make sure frontline colleagues were supported throughout the pandemic. She wasn't able to attend the ceremony as she has just had twins – but she watched the live-stream.

The second winner for the Support Services Award were the Trust's IT team, many of whom are

based in the borough. "Under enormous pressure they had to manage exceptional demands with limited resources" during the last sixteen months.

The Commissioners Award went to Newham's Specialist Children & Young People's Services (SCYPS). Judges said: "This is a team utterly focused on promoting the physical, mental, emotional, psychological and spiritual health of the children and families they see... they are passionate and will stop at nothing to improve life for families in Newham."

Carmela Scott, Newham Community Children's Services won the Improving Staff Experience Award for being "an exceptional leader, who always rises to the emotional challenges that her caseload brings."

The Improving Value Award went to Emily Guilment-Farry, Newham based Asthma Specialist Nurse, for her work to "reduce hospital admissions and lost school days, and her work to reduce long term lung damage and fatal asthma attacks. Alongside this, she has a pioneering approach to raising awareness about

asthma." The Robert Dolan Leadership Award was presented to Marion Levin, Head of Children's Therapies based in Newham's West Ham Lane. Marion "manages the service with compassion and tirelessly support colleagues. She goes above and beyond to support families with great devotion."

The Chair's Award went to the Forensic Service's Sexual Violence Advisor Emma Furlong. Based at the John Howard Centre in Homerton, Emma has pioneered a ground-breaking approach to sexual safety for patients.

Highly Specialist Community Nurse for the City & Hackney Learning Disability Service, Brenda Smart, won the COVID Extra Mile Award for working 'beyond the call of duty' during the pandemic.

The Star of the Future Award went to City & Hackney's Centre for Mental Health apprentice Saima Fiaz, applauded for being "a dependable hard worker who can never turn down a challenge."



## The Doctor Will See You Now



**YOU will be aware from news reports that General Practices have come in for strong criticism, and sadly, in some cases, some aggressive and abusive communication from patients. So what's going on? We asked Marina Muirhead, Director of Primary Care at ELFT to explain.**

It has been really surprising to hear of the criticism being levelled at General Practices because we feel we have never been so busy! The good news is we are responding to hundreds of requests and have been able to assess patients and provide treatments and interventions according to their need.

### Coronavirus is Still a Major Concern

I think the problem is two-fold. Despite many areas returning to business as usual in shops, restaurants, pubs, sports grounds, etc. we still have high rates of coronavirus in our communities. We don't want our waiting rooms full of unwell people possibly passing the virus to others - compounding their existing health issues. So where we can, we will assess people over the phone or online to determine the next steps. We call this triaging. And huge numbers of our patients are very happy with that approach. It is not new - we supported people to manage their health needs in this way before the pandemic. And it is widely used in parts of the world where distances are great, to bring health expertise to the bedside.

But there will always be times when a face-to-face appointment is required - and a trained eye is needed that will pick up on other factors. So surgery consultations are happening too.

### Primary Care Has Evolved

Primary care has changed and evolved over the years. The days of seeing the same family GP each time have passed. Practice Nurses, Nurse Prescribers and other professional healthcare staff are trained to carry out assessments, request investigations and treat patients independent of the GP. Physiotherapists and Pharmacists amongst other roles too are a knowledgeable source of information who can offer advice. It means that GPs can focus on spending more time with their most complex and frail patients. Establishing these enhanced roles is a vital way that we can ensure all patients get the right care, at the right time, in the right place. With fewer GPs to go around as many come up to retirement age or have already retired, a team approach is the way forward.

### Pace of Change

The speed of change during the pandemic meant that for some practices, our phone lines struggled with the demand, but most practices have extra capacity now. Some of the online assessment tools were in their infancy too. To understand the scale of the demand, we delivered a whopping 240,000 appointments across our five practices from April 20 to March 21. One of our services as an example received double the numbers of telephone calls from just over 7000 to 15,000 based on the same month the year before.

### We Are Here for You - Be Kind

We understand that when patients contact us and they are unwell, or concerned about an unwell family member, it is a stressful and worrying time. Just remember that at the end of the phone line will be one of our staff, trying to understand the situation and get you to the right health professional to help you. It is important to be kind and to respect one another. I am so proud of the response of our staff during the pandemic. No one will ever know of the small kindnesses they did for many. But that is what we are here for - we will always be here for our patients.

## COVID Update



**RATES of coronavirus infection remain very high in England. As we go to print, some countries in Europe are imposing lockdown restrictions to curb their infection rates. Although COVID immunisation is helping to reduce the severity of the illness, the Omicron variant is spreading and travel restrictions are being imposed. It is important that we all continue with measures to reduce the spread of infection:**

- Wear masks in situations where you will be in contact with others in an enclosed space – and when in NHS premises
- Wash your hands after using public transport, shopping trolleys, cashpoints, door handles, hand rails and any surfaces used by the public
- Stay at home if you have COVID symptoms and book to have a PCR test
- Self-test to be sure you are not positive and inadvertently passing the virus to others

## COVID Update Continued

### Westfield COVID Vaccination Team go Back to School



The COVID Vaccination programme is being rolled out to young people aged 12-15 years. A team of staff from the Westfield COVID Vaccination Centre have been liaising with schools (pictured above). The Westfield team offered a drop-in or pre-booked service at the centre over the October half-term which proved popular with families and has continued.

### COVID Vaccine Booster Programme

The Westfield COVID Vaccination Centre are offering COVID vaccine boosters (Pfizer) alongside first and second COVID Vaccines to the public. Within the Trust, we are urging staff to come forward for their Booster when eligible. Anyone can book using the national booking system when called for their booster.

### Over 18s to be Invited for Booster

The extension of booster jabs was recommended by the Joint Committee for Vaccination and Immunisation (JCVI). The NHS will contact people directly to let them know when it is their turn to get their booster vaccine, and plans to open the National Booking Service to enable bookings by this newly eligible group.

### Consultation - Making Vaccination a Condition of Employment in the NHS

The Trust publicised the NHSE consultation on making COVID and Influenza vaccination a condition of employment, and encouraged staff to participate.

Following on from this, the Department of Health and Social Care has formally announced that individuals undertaking CQC regulated activities in England must be fully vaccinated against COVID-19 no later than 1 April 2022 to protect patients, regardless of their employer, including secondary and primary care.

This means that unvaccinated individuals will need to have had their first dose by 3 February 2022, in order to have received their second dose by the 1 April 2022 deadline. The Trust will review the detail of the announcement and await central guidance.

Currently, 89% of staff have had their first vaccine 89% and 80% are fully vaccinated. We continue to urge all staff to get vaccinated.

### Proof of Vaccination When Visiting Care Homes

Staff are aware of the need to be prepared to show evidence of full vaccination since 11 November when visiting Care Homes.

### Promoting Vaccination to Local Communities

The Trust has been supporting national messaging of the importance of COVID vaccination. The Trust has supported

a number of media visits to the Westfield COVID Vaccination Centre providing access to members of the public who are happy to be filmed, fielded spokespeople and enabled contact with vaccination centre staff.

The Centre hosted a TikTok event in a bid to improve the uptake of the COVID vaccine in younger age groups. Two NHS doctors with a large TikTok following, based themselves at Westfield on Saturday 2 October. Dr Karan Raj (4.3m followers) and Dr Emeka Okorochoa (242k followers) use their online platforms to advise their followers on health and wellbeing matters.

### Staff Self-Testing

All staff have been issued with COVID self-testing kits (Lateral Flow Test). This includes permanent staff, bank and agency staff, students, and domestic staff. Staff need to test and upload their results twice a week.

### LAMP Testing

The Trust was part of a pilot trialling a less invasive self-test involving a saliva test which has greater reliability. This has now been rolled out to any staff member in Tower Hamlets, City and Hackney and Newham who are able to drop the sample off at one of the pick-up sites.

### Lead Employer for NEL COVID Vaccination Centres

As the Lead Employer for COVID Vaccination Centres in NE London, we continue with activities to recruit and train staff to work in vaccination sites across North East London. The vaccination programme and the Government's expansion of the Booster programme, provided new jobs, training and opportunities. This has been a gateway for many to an NHS career. A Careers event is planned for February 2022 to support these staff into training and permanent careers in health and social care.



## Asking for a Friend

I have been invited to have my COVID jab AND my flu jab. I really want to have these. Is it safe to have them both at the same time?

Yes. It is safe to have these both together. The only thing is you might have a sore arm or arms after. These are not 'live' vaccines so there is no risk catching COVID or Influenza from the jab – but they mimic the two viruses and prompt a

reaction in your body. This means that if/when the real virus comes along, your immune system recognises the threat and springs into action to defend you. Our immune system is doing this all the time with other organisms without us even knowing. You might feel under the weather after the vaccines as your body responds so take 1g of paracetamol to dampen down these symptoms. Just remember, these short-term symptoms are nothing in comparison to how ill you would feel if you contracted flu or COVID.

## Support for People Experiencing Birth Trauma and Birth Loss



THE Trust has partnered with local services in East London, and Luton and Bedfordshire respectively to launch a new maternal mental health service. Ocean (Offering Compassionate and Emotional Support

people with issues directly related to and following traumatic birth experience or stemming from their perinatal experience.

This can include issues arising from assisted pregnancy, IVF, or LGBTQ+; women who experience significant fear or phobia related specifically to pregnancy and childbirth. For example, fear of giving birth, undergoing examinations. They can also support in situation relating to parent-infant separation during the first year after birth due to children's social care involvement.

In East London, the service will be jointly provided by the Trust, Barts Health NHS Trust, Homerton University Hospital Foundation Trust and the charity Maternity Mates. It launched on 18 November.

In Luton and Bedfordshire, the service will be jointly provided by the Trust and in partnership with Bedford Hospitals NHS Foundation Trust and went live on 18 October.

for those living through birth trauma and loss).

This service will provide support for individuals experiencing psychological distress related to miscarriage, medical termination, neonatal death and stillbirth. It will also offer support to those who receive news of foetal abnormality during pregnancy, and after foeticide or medical termination. It will support

## Driving for Change



### London initiative to use double decker buses to support people sleeping rough

Repurposed London buses will provide direct support to people sleeping rough on London's streets. The project was officially launched by the Mayor of London, Sadiq Khan. The Change Please charity is hosting the Driving for Change bus initiative and ELFT is the first NHS partner involved.

Executive Lead for Primary Care, Dr Mohit Venkataram, and Director for Primary Care Marina Muirhead

attended the launch event on London's Embankment on 7 October 2021.

Dr Venkataram spent time talking with The Mayor about the project and ELFT's involvement in the multi-agency project.

The Driving for Change initiative will be an all-in-one direct intervention service providing free GP consultations, haircuts, dental care, digital and financial literacy training, employment support, shower facilities, therapy assessments, and essential everyday items.

This one-stop solution is a vital offering that will give people experiencing homelessness pathways to potentially life-saving key services that centralise support.

The launch event was held to raise awareness of the programme.

It was held ahead of World Homeless Day 2021, which was 10 October 2021.

"We are tremendously proud to be the first NHS partner involved in this pioneering project," said Dr Venkataram.

"The support of The Mayor in launching this innovative programme and helping raise awareness of the issue is absolutely fantastic."

## Kanja Sandy's Story



ELFT bank manager Kanja Sandy has shared his experience as a soldier in Sierra Leone – and discussed the role of the NHS in supporting veterans and the value that veterans can bring to organisations.

Kanja Sandy is a trained jungle commando who reached the rank of captain in the army of his native Sierra Leone and served during a period of major political

instability that saw him involved in three different Governments being overthrown.

Today Kanja is ELFT's Bank Manager, having arrived in the UK in 1999 and qualifying as a mental health nurse after studying at Buckinghamshire University. He also has a MSc in International Development in Health from University of East London.

Kanja is able to share and understand the unique needs of veterans for help and support from the NHS, and how veterans can use their skills through working for the NHS.

"I am a proud veteran and proud to have been able to save lives," he said.

"But we all faced stress that other people won't understand. We have seen friends dying, fallen into ambushes and had to contend with trauma in the line of duty and its after-effects in civilian life."

Kanja is a proud supporter of the Trust's NHS Veterans Aware work to help veterans through delivering improved healthcare and in providing employment opportunities for former service personnel.

He has also used his personal experience to create a group dedicated to helping former armed service colleagues from Sierra Leone connect and provide peer support.

There are about 40 members in the UK and group connects people across the world.

His hope is the Government in Sierra Leone will consider creating a covenant to help veterans in need of physical and mental health support following their service.

East London NHS Foundation Trust (ELFT) has been named a Veteran Aware Trust in recognition of its commitment to improving NHS care for veterans, reservists, members of the Armed Forces and their families.

The accreditation, from the Veterans Covenant Healthcare Alliance (VCHA), acknowledges the Trust's commitment to a number of key pledges, including:

- Ensuring that the Armed Forces community is never disadvantaged compared to other patients, in line with the NHS's commitment to the Armed Forces Covenant.
- Training relevant staff on veteran-specific culture and needs;
- Making veterans, reservists and service families aware of appropriate charities or NHS services beneficial to them, such as mental health services or support with financial and/or benefit claims;
- Supporting the Armed Forces as an employer.

## Leighton Road Surgery Rated 'Good'

Inspected and rated

Good



CONGRATULATIONS to the Leighton Road Survey in Bedfordshire who have elevated their CQC rating to 'Good.' Continued improvement led by staff and patients in partnership has seen Leighton Road Surgery (LRS) receive an improved Care Quality Commission (CQC) rating.

The practice in Leighton Buzzard has achieved positive progress since joining the Trust and is now rated as 'good' overall. It was rated as 'inadequate' overall following an inspection in 2019. The team joined ELFT in 2020 and received an improved rating of 'requires improvement' overall and 'good' rating for providing safe services later the same year.

Paul Calaminus, Chief Executive, said, "This is an incredible achievement, all the more so because this has happened during the pandemic when things have been far from normal, and you have been under huge pressure. The CQC rating is both an endorsement to the excellent leadership you have all shown as well as the care and compassion you have shown to keep our residents in Leighton Buzzard safe."

The new report found:

- The practice had continued to make improvements to the service since the previous inspection
- Staff dealt with patients with kindness and respect and involved them in decisions about their care
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.



# Community Mental Health Transformation Programme Update



IT'S been a busy few months within the Transformation programme and the team have made some great strides towards achieving our ambitious objectives.

## Scaling up our integrated Neighbourhood Team model in East London

There has been some real progress expanding the teams across the three boroughs, with the integrated neighbourhood teams scaling up, facilitated by a strong recruitment drive through the Additional Roles Reimbursement Scheme (ARRS). These new roles, which include a Community Pharmacist, OTs and Mental Health Nurses, are proving pivotal in helping to dissolve the traditional boundaries that exist between Primary and Secondary Care services, social care and the voluntary sector. This will mean our service users journey through mental health support services will be much more joined-up and closer to home.

Our community connector procurement is also progressing well with a dedicated team committed to taking this forward into the new year with our partner Compass Wellbeing administering the process. We have seen high levels of interest from community organisations to support the transformation work into the next phase.

## Building PP work and establishing new Working Together Groups

Our People Participation team has also been working hard to establish the Working Together Group with Katharine Lazenby at the helm as the newly appointed Senior People Participation Lead.

The team, which comprises People Participation Workers (PPWs) for disordered eating, older adults, carers, complex emotional needs and BAME access, has recently welcomed a new PPW for Young Adults. Kate Stewart will be working across all East London boroughs to increase participation of young adults in the Transformation Programme and facilitate coproduction across projects, including; the Mayor of Policing and Crime (MOPAC) a mental health hub for

young adults under probation in Newham.

The team has created two new Working Together Groups, one for Complex Emotional Needs, led by Sinead McQuillan, and the other for carers, led by Heena Patel. The latter WTG is being developed into an ambitious QI project, aiming to capture data on what truly feeling 'seen, heard and included' means to carers and how we can better prioritise their needs.

To find out more about our work or to introduce a service user or carer to our team please contact [katharine.lazenby1@nhs.net](mailto:katharine.lazenby1@nhs.net)

## Inequalities work to improve experience of BAME service users

Some of you may have already read the 'Let's Talk Report' presented by BAME People Participation worker Sam Ogunkoya. The report highlighted the inequalities faced by BAME service users and identified key recommendations to improve their experience of accessing mental health services. Between February and March 2021, we ran a series of BAME "Let's Talk" focus groups in the three London boroughs. The aim of these groups was firstly to understand the MH services experience of BAME people as carers or with lived experience. The second aim was to generate ideas for change, building on the momentum of the wider Transformation work within the Trust. Since the publication of the report, there has been a tri-boroughwide response with action plans and working groups being developed to test and implement the 'suggested solutions'. Work is now underway to create a BAME men's focus group, addressing their experiences through more support networks in East London.

## Winning Team

On 7th October, we were joint award winners in the 'QI/Service Transformation' category at the Positive Practice in Mental Health (PPiMH) Awards 2021 held at The Troxy. The team was also highly commended in the 'Primary and Community Mental Health Services' category. This wouldn't have been possible without the efforts of everyone involved with the programme over the last year, and so a huge thank-you and congratulations to everyone involved as we move into the next six months with Jamie Stafford as our new Programme Director.

## Preparing our launch video

Last but not least, our comms team have been working hard on creating a film introducing the Transformation Programme. Featuring interviews with clinical staff, community connectors, and our service users, the film has captured real experiences of some of the people involved in bringing the programme to life. Watch this space for further details of the release date.

# COP26 & ELFT's 'Green' Plan

**THE 26th UN Climate Change Conference of the Parties (COP26) took place in November 2021. The summit brought parties together, with around 30,000 attendees to accelerate action towards the goals of the Paris Agreement and the UN Framework Convention on Climate Change.**

The UK government has stated that it is committed to working with all countries and joining forces with civil society, companies and people on the frontline of climate change to inspire climate action.

Tackling climate change is now a core policy driver at both the national and local level. COP26 is critical because it was an opportunity for countries to set out their contribution to climate change.

## What can we do?

In November 2020 the NHS committed to becoming the first carbon neutral health service with the publication of the 'Delivering a Net Zero National Health Service' where it commits to net zero carbon emissions by 2040.

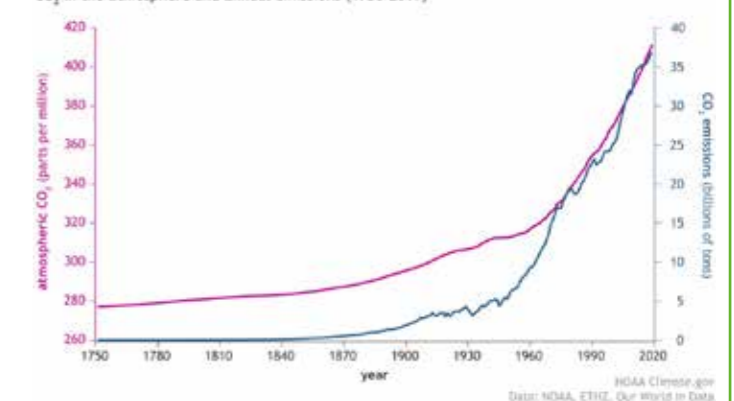
The graph opposite shows the challenge that faces not just the NHS or companies but the planet as a whole. With no decrease in annual emissions in sight, the need for serious and effective changes is critical.

In response to and to meet this challenge, East London NHS Foundation Trust declared a board approved climate emergency in June 2021.

In January 2021, ELFT started working with Climate Partner to improve its carbon reporting, methodology and general approach to carbon reduction. Because of this partnership, this Green Plan was created to update and take over from the previous Sustainability Development Management Plan 2015 – 2021

Our Green Plan takes a systematic approach to reducing ELFT's greenhouse gas emissions over the next three years in the short term and the next twenty years and beyond for the long term. It examines our current emissions, projects our future emissions and importantly outlines the Green Plan projects we have identified to reduce our carbon emissions.

CO<sub>2</sub> in the atmosphere and annual emissions (1750-2019)



**GREEN ELFT In Progress/Planning 2022 to 2025**  
Carbon reduction projects at planning stage

- ENERGY SAVING**
  - Pilot project to completely decarbonise Beech Close Site in Bedford & Luton
  - LED lighting installation as standard on ALL replacements. New projects at worse performing sites at planning stage
- TRUST EMPOWERMENT**
  - Phase 1 of electric vehicle installations. Currently planned for 13 sites
  - Installation of cycling facilities at additional 4 sites
- FACILITY EFFICIENCY**
  - Water audits at largest inpatient sites to help identify waste and implement water saving measures
- WASTE MANAGEMENT**
  - Collaboration with all Trust food providers to improve sustainability and food waste
  - New waste saving equipment planned at larger sites. Bin presses, balers and food waste machines
- DATA COLLECTION MANAGEMENT**
  - Continued work to identify and update Trust and third party CO<sub>2</sub> emissions
  - Project to install electricity smart meters at all Trust sites. Currently at 50% completion

**GREEN ELFT Required work to meet net zero targets**  
Carbon reduction projects that are needed to meet net zero by 2040 or before

- ENERGY SAVING**
  - All current sites to be decarbonised and new build projects to achieve net zero in operation
  - Where full decarbonisation not possible on site renewables at sites
  - Working with local partners to ensure energy independence
- TRUST EMPOWERMENT**
  - All sites to have either EV charging points or cycling provision available
  - Green Champions at all sites and within all departments
- FACILITY EFFICIENCY**
  - Fully implemented BMS systems at all relevant sites to ensure highest operating efficiencies
- WASTE MANAGEMENT**
  - Resourced waste reuse scheme implemented across Trust
  - All ICT equipment reused and redistributed at end of life
- DATA COLLECTION MANAGEMENT**
  - Real time data and alerts from all energy and water usage to help identify waste
  - Trust wide carbon reduction portal to empower staff to identify, alert and make changes

**New Governor Hazel Thomas**



We asked new elected Newham Governor, Hazel Thomas, to give her thoughts and first impressions on her experience of being a Governor.

**What made you stand to become a Governor for ELFT?**

As a local resident for over fifty years, I have a strong connection with Newham. I have an interest

and passion for contributing and supporting the health and well-being of the general public. I am now retired following many years of working as a Specialist Public Health Nurse at North East London NHS Foundation Trust, East London Foundation NHS Trust and the London Borough of Newham Community Health in various roles. I am committed to representing the views of local people and share my experiences, knowledge and skills of working at various levels promoting good health to improve the outcome of the lives of people within the community. I have sound knowledge and understanding of the function and structure of the NHS which has given me insight in to how best the local population can be served. My previous lead roles included the following: Specialist Community Practice Teacher, Clinical Supervisor, Safeguarding Supervisor, Care Quality Commission, Clinical Effectiveness and Audit. These roles were to ensure high standards and good quality care was given to the patients which were safe, effective, of value and responsive to their individual needs.

As a ELFT Governor, I will use my experience of working together with families, partnership working with statutory and voluntary sectors as well as my communication and listening skills with service users, the Council of Governors and its Committees to the best of my ability to ensure that the health and wellbeing of those we serve are improved and maintained.

**Do you have an email address?**

Trusttalk has been posted to you because we do not have a current email address for you or a valid email. If you have an email address, please email: [elft.membership@nhs.net](mailto:elft.membership@nhs.net) with your full name and address. By providing us with an email address, you will help us to save on printing and postage costs.



**What meetings have you joined so far and is there anything in particular you have learnt about ELFT from the meetings?**

Prior to starting my Governor role on 1 November, I attended a one day Governor Induction session held via Zoom. I was welcomed and introduced to various Governors and ELFT staff. I learnt about my role and responsibilities both statutory and non-statutory including representing members of the public, holding Non-Executive Directors individually and collectively to account for the performance of the Board, working with the Trust to help improve patient and staff experience, improving performance and improving value. I learnt about the visions and mission statement of the Trust, ELFT's strategy for implementing, improving and maintaining high standards and quality of care /service to all service users through quality improvement programmes/projects. I also learnt about the importance of working collectively with other Governors, I learnt about the Trust's priorities, Governance. I also had the opportunity to listen to various presentations and ask relevant and appropriate questions.

**What have you been involved in so far?**

In the first month of my role I have attended many meetings for Governors including meeting with Newham borough and service directors to receive the latest updates on services in Newham, a development session on Social Work, a Governors Open Forum meeting, Communications and Engagement Committee meeting and my first Council of Governors Meeting.

**What are your first impressions of being a Governor?**

My first impression of being a Governor is that this role is very interesting and I look forward to being part of the team. There is lots to learn and share.

**What aspect of being a Governor are you most looking forward to?**

I am looking forward to working with other Governors and work in partnership with the Trust to ensure that the views of the public are represented in service development and implementation.



**ELFT New Strategy**

OVER the summer, we held a 'Big Conversation' with staff, service users and stakeholders, to get thoughts and views about what the Trust's focus should be over the next five years. Thank you if you were able to attend one of our workshops or completed our questionnaire for helping us to develop our Strategy.

Our new Strategy takes into account the changing needs and strengths within our local populations, the impact of the pandemic on our communities, greater collaborative working between local health and social care organisations, and the views of local people and stakeholders. It provides us with direction and defines our priorities as an organisation.

Chief Executive Paul Calaminus and Chair Mark Lam can't wait to get started. "We are so grateful to everyone who set aside time to talk to us and help us to identify the key areas we need to prioritise over the next five years. Having the right strategy matters more than ever we recover and come to terms with the impact of the pandemic. It will help us to help our communities get back on their feet and to tackle the health needs highlighted by coronavirus. Everything we do here at ELFT will stem from this strategy. This is an exciting time. We look forward to working with local organisations, with our staff and with those who use our services, to bring the strategy to life."

The Driver Diagram overleaf sets out how our objectives link back to our objectives to: improve population health, improve the experience of care, improve staff experience and improve value which will help the Trust to achieve our overarching mission... to improve the quality of life for all we serve.

On the ELFT website, there is a short three minute animation film that explains the ELFT Strategy.

**Our Mission is:**

To improve the quality of life for all we serve

**Our Vision:**

We will work with our partners to deliver on our commitment to person-centred coordinated mental and physical health care, to improve the health and wellbeing of the communities we serve, to recover from the pandemic and to promote social justice...

**Our Promise**

As part of our continuing commitment to the way in which we work together in our mental health, community health and primary care services, and with our partners, we promise:

- To work together creatively
- To learn what matters to everyone
- To achieve a better quality of life
- To continuously improve our services



**Our Organisational Treasures**

We believe our strengths as an organisation will support us on our journey, including:



**Our Values Are:**

- We Care
- We Respect
- We are Inclusive

**Join your Local Members and Stakeholders Meetings**

REGISTER to join your local meeting (details are below) to receive details of the venue or zoom link. email [elft.membership@nhs.net](mailto:elft.membership@nhs.net) (tell us your name and postcode) or call 0800 032 7297

As a Trust Member, user of our services, a carer, or some with an interest in our services, join your local

**London Members and Stakeholders Meetings**

Wednesday 19 January 2022  
12:30pm - 1:30pm via Zoom

This is a one hour session with Richard Fradgley, ELFT's Director of Integrated Care to discuss the key areas ELFT will focus on over the next five years to work towards 'Improving the quality of life for all we serve'.

Friday 25 February 2022  
5:30pm - 6:30pm via Zoom

ELFT Members and Stakeholders Meeting.

Directors, and Service Directors/Leads talk about the latest service updates and answer your questions, you can hear from ELFT Governors and raise concerns with our services.

**Luton Members and Stakeholders Meeting  
Tuesday 15 February 2022**

1:00pm - 3:00pm Venue TBC

We hope to hold this meeting face to face. If you would like to attend, please let us know.

**Bedfordshire Members and Stakeholders Meeting  
Tuesday 15 March 2022**

3:30pm - 5:00pm Venue TBC

We hope to hold this meeting face to face. If you would like to attend, please let us know.



**Mission**

What is our role in society

**Strategic Outcomes**

What are the biggest factors that will help us achieve our mission?

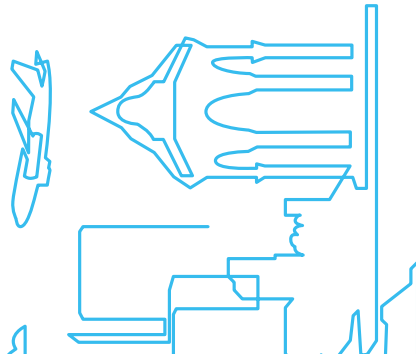
Improved population health

Improved experience of care

Improved staff experience

Improved value

To improve the quality of life for all we serve



**Specific Objectives**

What do we need to work on, for each of our strategic outcomes, to achieve our mission?

- Prioritise children and young people’s emotional, physical, social and learning development
- Support service users, carers and the communities we serve to develop skills & to access meaningful activity and good quality employment
- Support service users, carers and the communities we serve to achieve a healthy standard of living
- Contribute to the creation of healthy and sustainable places, including taking action on climate change
- Champion social justice, and fully commit to tackling racism and other forms of prejudice
- Prioritise prevention and early detection of illness in disadvantaged groups

- Address inequalities in experience, access and outcomes in our services
- Deliver on our commitment to integrated care, including multidisciplinary teams working around neighbourhoods
- Get the basics right through reducing waiting times and increasing access to services, meeting existing and new demand
- Continue to build our approach to coproduction, people participation and programmes such as peer support and befriending
- Build on the innovation that we saw during the pandemic to transform and improve our clinical delivery, strengthening our ability to adapt and remain flexible and resilient to future challenges and opportunities

- Develop and embed trauma-informed approaches into clinical practice and in our work with communities and partners
- Prioritise quality of care and develop our patient safety approach, applying quality improvement to all that we do
- Enhance our digital and data infrastructure so it works effectively in service of our teams
- Get the basics right through supporting our staff and teams to thrive and be happy and healthy, including work-life balance
- Develop and grow our workforce, offering lifelong learning, professional development and creating new and exciting opportunities for staff, service users, carers and local communities

- Extend the financial viability programme, engaging all in reducing waste, improving financial and environmental sustainability
- Work collaboratively across the system with our partners to improve value and reduce waste