

TRUSTtalk

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



- Platinum Jubilee Celebrations
- Pride London 2022
- Holiday Season Preparation & Tips
- Our Impact on the Planet

Summer 2022



We care. We respect. We are inclusive.

CREATIVE
SELF



Paul Calaminus

Chief Executive FOREWORD

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:

WELCOME to this summer edition of Trusttalk, which highlights some of the work taking place across the Trust to deliver our Strategy. This edition reflects both the continued impact of COVID, and developments across teams in the Trust.

The COVID pandemic meant that we all relied on digital and online technology more than we ever had before. In their 'Closing the Digital Divide' article, the Trust's People Participation Digital Community, made up of service users and staff, explain how they are equipping others to get the most out of technology in managing their health and wellbeing.

Staff who came forward to join the COVID Vaccination programme workforce have played a vital role in improving the health of local people. For many of them, we hope that this is just the beginning of a career in the NHS. To support this, you will see that our People and Culture Retention team are providing focused and personalised support to help them find their dream job and stay with us in the field of health and social care.

The Queen's Platinum Jubilee weekend was celebrated across our communities and within the organisation. It came with a special surprise for one of our Hackney social workers, Georgina Osei-Brenyah, who learned she had been awarded a British Empire Medal in the Queen's Birthday Honours. I am so delighted that Georgina's work has been recognised by this honour.

The Trust's Homeless and Vulnerable Person Outreach Service, based at Hackney's Greenhouse GP Surgery, is the National winner of the NHS Parliamentary Awards 2022 for the category Excellence in Primary Care & Community Care. The team undertake incredible work with the homeless community and asylum seekers. Additionally, our Quality Department were awarded the 2022 Quality Team of the Year award at the International Quality Awards in June.

The Trust was in the spotlight again with the news that People Participation team member Sam Ogunkoya won a prestigious National BAME Health & Care Award for being the most Inspiring Diversity and Inclusion Lead of the year. Sam has played a key role in ensuring the voice of BAME service users are heard and acted on. This award is well deserved and an acknowledgement of Sam's abilities and approach. Congratulations to everyone on these tremendous achievements.

With the arrival of warmer weather, our thoughts turn to summer holidays. Our Pharmacy team have put together a useful guide to help you stay safe and well whether you travel overseas or have a staycation.

Whatever you opt for, I hope you all get time to rest, slow down and recharge your batteries.

Paul Calaminus, Chief Executive



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Social Worker Receives BEM in Queen's Birthday Honours



CONGRATULATIONS to social worker Georgina Osei-Brenyah who has been awarded a British Empire Medal in the Queen's Birthday Honours.

As well as being a social worker in City and Hackney, Georgina has founded a charity called Primary Health Awareness Trust. She was recognised for services to the community particularly during the COVID-19 pandemic. This was in relation to online/zoom exercises that she coordinated for people over the past two years to keep people moving, enhance

their fitness during lockdown, and to enable them feel connected to others. Some service users and staff have joined her exercise platform as well.

Georgina was over the moon to hear the news: *"This is a great honour. I am delighted to be recognised by Her Majesty the Queen in this way. I get a great deal of joy and pleasure from working alongside my many friends across Hackney and elsewhere to promote good health and better living."*

Catherine McElroy, Social Work Professional Lead & Service Manager for ELFT's Community Teams said: *"We are all absolutely delighted that Georgina has been recognised in this way. She is a very much valued member of our team. Her dedication to the community is an example to us all."*

CEO Paul Calaminus was thrilled that Georgina was recognised in the Queen's Birthday Honours. He said: *"Georgina is a highly valued colleague. Her work to support the local community, particularly during these last couple of very challenging years, has been inspirational. This is a very well deserved honour."*

Other Queen's Birthday Honours Recipients

Congratulations to Meg Hillier, MP for Hackney South and Shoreditch, who is now a Dame. East Ham MP Stephen Timms has received a knighthood. Sir Stephen was awarded the honour for his political and public service.



Wards across the Trust marked the Queen's Platinum Jubilee over the four-day bank holiday weekend.



This cake was centre stage at East Ham Care Centre's Jubilee celebrations which included a live band, a cardboard cut-out of the Queen and a tea party.

Newham Roald Dahl Nurses Party at the Palace



TWO Newham nurses were invited to attend the 'Party at the Palace' on 4 June as part of the Queen's Platinum Jubilee celebrations. Louisa Griffith, Epilepsy Nurse, and Joanne (Jala) Vally Mamode Transition Specialist Nurse, work with children and young people.

Both nurses work in Newham, but their roles are funded by the Roald Dahl charity. They are provided with support from the Charity including training and education specific to their roles and the opportunity to network with other Roald Dahl Nurses for advice/information and support – and special occasions like Party at the Palace.

Joanne says, *"We had an amazing time at The Party at the Palace. It was a wonderful experience and one which we will remember and treasure for the rest of our lives. After living and working under the restrictions of COVID for the best part of two years, it was wonderful to attend this event and feel part of something so special."*

Awards

People Participation Lead Wins Prestigious BAME National Award



L-R: Cherron Inko-Tariah MBE, Sam Ogunkoya and Professor Patrick Version

Sam Ogunkoya has won a prestigious National BAME Health and Care Award for being the most 'Inspiring Diversity and Inclusion Lead' of the year.

Sam won the award for his dedication, commitment and leadership as part of ELFT's Community Mental Health Transformation programme. Sam is recognised as a role model for his work to improve access, experience and outcomes for BAME service users and staff across City & Hackney, Newham and Tower Hamlets.

An important part of Sam's day-to-day role is to liaise with BAME communities and ensure that NHS and other health organisations can understand and make inspired changes to systems that need improving or new ways of working.

He was instrumental in the creation of the 'Let's Talk Report' which documented experiences of BAME communities with mental health services. The report provided a strong basis for health teams and organisations to make practical change.

Sam was thrilled to win the award. He said, "ELFT's People Participation team is committed to the vision of making our Trust a health system leader in terms of equality and inclusion. This means working alongside grassroots community services as equals, developing genuine co-production with people that use our services and most importantly, giving power to the voices of people from minority communities so as to reduce power imbalances in service structures. I'm proud to work in a team and for an organisation that knows how important this is."

Chief Operating Officer for ELFT Edwin Ndlovu said: "Congratulations to Sam. Sam represents the very best of those colleagues who are working hard to make the NHS a leader in terms of making diversity and equality an everyday reality."

To find out more about the awards and to see a full list of all finalists for all categories visit the National BAME Health & Care Awards website: <https://bamehscawards.org/>

International Award for ELFT's Quality Department

THE Quality Department were awarded 2022 Quality Team of the Year award at the International Quality Awards which took place on 23 June. The event was attended by international business leaders from all over the world and from a variety of industries including the motor industry, logistics, software, construction, and even nuclear power to discuss issues and themes related to quality.



The judges highlighted ELFT's approach to quality as "aspirational." They went on to say: "There is clear evidence of awesome levels of engagement with staff and patients, with a simple, pragmatic, quality approach that is cascaded throughout the organisation. Not only do improvement teams include clinical staff and patients but they are also leading projects. No wonder this team are influencing the quality culture within their sector."

ELFT's Chief Quality Officer, Dr Amar Shah, commented:

"This award is testament to the courage and passion of so many people, over so many years, to keep improving everything that we do at ELFT.

"Healthcare has been rather late to adopt best practice thinking about how we can improve quality, so it's a real milestone in our journey that we've been recognised by this international award that looks at the very best across all industries.

"We've shown the value of putting quality right at the heart of what we do, staying true to this over many years, and continually looking for ways to keep improving and innovating in the way that we assure ourselves about the quality of care we provide."

Find out more about the 2022 Quality awards by visiting the Chartered Quality Institute website: <https://www.quality.org/>



Closing the Digital Divide



DIGITAL Exclusion has been highlighted by our service users as an issue that ELFT needs to prioritise. Earlier this year, the People Participation Digital Community (PPDC) were awarded funding through the Innovation Fund. As Saleem Haider, PPDC lead explains, the funding has allowed us to work with a Google supplier to manage 200 patient devices. These are solely for our service users, to enable them to follow a health and wellness plan as requested by their ELFT care team. The funding has also kick-started a broader programme of digital activities which includes enhancing people's digital confidence and access to training programmes via their local Recovery College.

What is the People Participation Digital Community?

We're building a digital community of service users and staff to form a partnership in our digital plans.

Why? Because we believe digital empowerment leads to patient empowerment and improved health outcomes.

We meet every other month to collaborate on patient-facing digital projects. We've had speakers ranging from Steve Gladwin, Director of Communications, who discussed the ELFT new website, Shona Richards and the EBO team to evaluate the progress of an Artificial Intelligence Virtual Agent pilot, and Ian Roylance from IAPT (Talking Therapies) services to brainstorm ideas for an online-only talking therapies service.

What's more, we have Digital Health Forums to discuss their experiences of using 'Patient Knows Best', a website designed to help service users access their medical records and manage their own care. Through the forum, service user voices are heard and provide valuable input to the continuous improvement of community

mental health services. One of the participants said, "It is always abundantly clear how carefully the team listen to our points of view and any suggestions that are put forward to them." So we hope this approach is working.

Digital Life Coaches

We have heard from our service users that people learn better from their peers. That's why one of our main priorities for the next six months is creating a Digital Life Coach training programme through our Recovery Colleges. We've already launched our first 'Digital Train the Trainer' course, and gained our first batch of Digital Life Coaches. The aim is to develop a bank of coaches, ready to train others in fundamental digital skills such as using Word, sending emails, online banking as well as how to use the specific digital health tools that ELFT offer.

Our Recovery Colleges will be digital hubs in the future, where people can find support in using digital tools and skills, and improve their confidence.

Getting Involved

First step - sign up to receive our quarterly newsletter. Then, check out our webpage (www.elft.nhs.uk/people-participation-digital-community) to find out when we will be hosting our next PPDC meetings, Digital Health Forums and Digital Life Coach training sessions. You'll also find all things digital here: top tips, skills and activities.

With plenty more work to do to bridge the digital divide, keep your eyes peeled for updates...

Want to collaborate with the PPDC? Get in touch with saleem.haider@nhs.net



Happy Holidays!



AS the world opens up again following the pandemic, many people are looking forward to having holidays in the sun and catching up with family and friends overseas. It is important to plan for all eventualities to have a safe and healthy trip and ensure that you have everything you need, especially if you are prescribed medication. In this article, the ELFT Pharmacy team have provided useful travel information and top tips. Don't forget, COVID restrictions have not gone away so you need to check the entry requirements of the country you plan to visit and what evidence they need of your vaccination status and testing.

What do you need to know when you are taking medications on holiday?

Storage

Some medicines need to be kept at room temperature (below 25°C) or stored in the fridge. Before travelling, it may help to speak to your pharmacist to get advice on how to store medicines.



What happens if you lose medicines overseas?

You may wish to take enough medication to last the entire trip and a bit extra for any spillages or loss, bearing in mind that unexpected travelling delays can occur. It is advised to get travel insurance before travelling as they are able to help cover the cost of replacing any lost medications and can direct you to the relevant organisations to help.

Covering Restrictions

Destinations like the UAE (Dubai), India and Turkey all have their own restrictions on what medication you can and cannot bring to their countries. Types of medicines allowed into a country and the maximum quantity will be mentioned on Government websites, ministry of health websites and through contacting the embassy of the country you are intending to visit. The UK GOV website (www.gov.co.uk) has a list of all the embassies to contact for travel queries regarding medications. Specific airlines have various rules on medicines/medical devices, so check before you fly.

Preparing ahead of the trip

Try and carry medications and any medical equipment (e.g. needles and syringes) in their original correctly labelled packaging. Essential medications of more than 100ml can be kept in your hand luggage but ensure you check airline regulations before travelling. This includes liquid dietary foodstuffs and inhalers. Consider packing some extra medications in hold luggage in case you lose your hand luggage. Ensure you check the expiry dates of your medications to ensure that medications are valid for the duration of your time abroad.

Travel with a copy of your prescription and a letter from your GP stating the following:

- Details of your medicine, including the generic name alongside the brand name
 - The name of the health condition that you need the medicine for
- This will help to minimise any problems at customs and if you need any medical help while you are abroad. It may help to get the information translated into the language of the country/countries that you are visiting. Please note that your GP practice may charge for this service as GPs are not obliged to provide this service.



Controlled Drugs

Some medications are considered 'controlled drugs' (e.g. strong painkillers). This means there are additional laws and regulations in place when travelling with such medications. The rules will vary depending on the type of controlled drug and the amount that you are carrying. You may also need to carry and provide a personal license. You should check the following before you travel:

- Is your medicine is a controlled drug – you can check with your GP or pharmacist
- Check medication guidance with the embassy of the country/ countries you are entering
- If you need a personal license – this can be done on the UK government website



- If you need a letter of proof.

HIV Medications

Please note that a small number of countries refuse entry to individuals who are HIV positive. For information see: <https://www.aidsmap.com/about-hiv/travel-restrictions-people-hiv> and <https://www.aidsmap.com/about-hiv/travelling-hiv-medication>

Minor Ailments

First Aid

It is useful to have a small First Aid Kit to help with minor cuts, lacerations and mild illness. Including painkillers and a thermometer for any fevers! This website has details of what to include: (<https://www.fitfortravel.nhs.uk/advice/general-travel-health-advice/first-aid#basic>)

Avoid a 'Gippy' Tummy

Holidays can be an amazing opportunity to trial new foods and drinks but it is important to remember to make safe and sensible choices where possible. So buy sealed bottled water and avoid ice cubes! It may be useful to include anti-diarrhoea medication such as Loperamide (Imodium) and oral rehydration sachets as part of your first aid kit.

Insect Bites

As annoying as it is to have itchy skin, bites may lead to irritation or infection! It is important to protect yourself where possible as some countries have insects and ticks



that can also transmit diseases. Protective measures can include insect repellents containing DEET (these are most effective), protective clothing and impregnated mosquito nets. DEET can also be used at concentrations of up to 50% in pregnancy, breastfeeding or in infants under two months! Before travelling, it is important to contact your local community pharmacy who can offer advice on whether anti-malarial tablets are needed.

For more information, visit <https://www.fitfortravel.nhs.uk/advice/general-travel-health-advice/insect-bite-avoidance#repellent> and <https://travelhealthpro.org.uk/factsheet/38/insect-and-tick-bite-avoidance>



Motion Sickness

There are ways in which this can be avoided which are included on the following website (<https://www.nhs.uk/conditions/motion-sickness/>). In cases where medications are required, your local community pharmacist can advise you on the best option available for you. There are also acupressure bands available if you do not want to try medications!

Hydration in the Sun

Dehydration means that your body loses more fluid than you take in. Babies, children, older people and those with certain health conditions (diabetes, vomiting/diarrhoea, fever and if you are taking diuretics)

can get dehydrated more quickly. Signs to look out for are: feeling thirsty, having dark yellow or strong smelling pee, feeling dizzy, feeling tired, having a dry mouth/lips/eyes, and peeing too little (less than 4 times a day). The prevention is easy and simple – just drink water (bottled and sealed)! Rehydration sachets maybe needed for those suffering with vomiting or diarrhoea! If you find it difficult to drink when feeling sick, try taking small sips and then gradually drink more. You should drink enough during the day so your pee is a pale clear colour.

For more information visit: <https://www.nhs.uk/conditions/dehydration/>

Protect Your Skin

It is also important to use Sunscreen Protection in the sun to avoid burning and sun damage, but also to prevent skin cancer - even if you are dark skinned. For further guidance on which SPF to use or how often to apply sunscreen, visit: <https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

If you are going away this summer, plan ahead and have a wonderful trip.





Community Art Exhibition at Grassroots Hub Well Space



Pictured L-R: Yvonne, Renato, Sarah and Angela

THREE participants engaged with the Hackney IPS (Individual Employment Support) employment service took part in a community exhibition at grassroots community venue Well Space.

The exhibition was curated by Employment Specialist, Sarah Smith, who wanted to provide an opportunity for the artists to showcase their work and engage the local community.

Renato started his full-time artist journey in 2018, while experiencing a decline in his general physical and

mental health. He works primarily in painting inspired by surrealism, pop art, realism, modernism and abstract expressionism.

Yvonne graduated with a BA Hons Degree in Fashion Textiles from University of East London in September 2021, she previously studied for a degree in fashion design at the London College of Fashion but left this course. Yvonne would like to develop as a fashion or textile designer with a strong interest in sustainable clothing.

Angela, as well as being a mum of four, has been trained in colour therapy, architecture, design and drawing. She is an experimental designer, exploring minimal design, often through zero waste.

The exhibition culminated in a beautiful celebration evening with friends, family, local people and staff. The event was supported by female-run Crate Brewery who kindly donated some beers, Core Arts who also provided refreshment and plant-based caterer Pea Shoot, some delicious canapés!

Since the exhibition, Renato and Angela have applied to exhibit in Hackney Wick this summer and Yvonne is developing more designs, including clothes that she can sell and market.

Asking for a Friend



MY teenager is always playing computer games. He barely interacts with the family and gets cross, edgy and despondent when we stop him playing. Is he addicted and what can we do about it?

Gaming can be a big part of life nowadays, especially for young people, and it's usually not all bad. They might be developing skills, learning that practice is essential, and connecting with friends. Bear in mind that retreating to the bedroom and being grumpy or challenging with your parents can also be signs normal teenage

behaviour of testing boundaries, self determination and wanting to do what you enjoy. But it's not uncommon to worry that your child or teen is gaming excessively, and that it's impacting on things like sleep, education, or relationships.

Being a teen can be a very difficult and stressful time. It's understandable that teens could become focused on any activity that provides them with meaning, identity, pleasure, friends, social status, and something to do that's their own with a sense of control over what's happening. It's worth reflecting on whether an apparent obsession with gaming would be as concerning if it was dedication to playing a sport, or a musical instrument.

So look out for signs that excessive gaming could represent other underlying difficulties, maybe with relationships at school, or with mood and anxiety symptoms that would benefit for support or treatment.

In terms of offering practical guidance, there's no rule about how much gaming time is too much, but trying to negotiate clear expectations and boundaries about where gaming time can fit in with other activities could be helpful (e.g. homework first, spend time with family, and finish gaming in time to go to bed without feeling over alert, or exhausted the next day).

Overall, communication is key. Find a good time to air your concerns and discuss it together. They are growing into adulthood and so help them to find a balance. It is also a chance to talk about their online experience and ensure they aren't having distressing experiences. Let them do the talking. Share the problem and agree how you will both approach it. They will appreciate you engaging with them rather than imposing your will on them.





Pride London 2022



The Trust's LGBTQ+ Network brought an eruption of colour to the streets of central London on 2 July for the annual Pride parade, the biggest since 1972.

The parade – which was attended by over a million LGBTQ+ people and allies – was the first since the pandemic and marked the 50th anniversary of the first ever Pride organised by the Gay Liberation Front.

The march started in Marble Arch at noon and ended in Trafalgar Square in the evening.

ELFT's LGBTQ+ Network Leader, Fiona Lord, described the event as:

"A BIG deal for our community to share who we are and be visible on the Trust's bus, marching together around celebrating our wonderful differences. Lockdown and COVID meant that it was difficult for people to celebrate and to mark these very important occasions to celebrate our community and who we are."

David Stevens, Director of Estates for the Trust, and Pride attendee said:

"We are here today because it is important to get out and celebrate who we are and the advances that we have made, look out for our brothers and sisters, and more importantly think about those who are still currently under persecution for who they are, their background and their sexuality. We should never forget that".

The Lesbian, Gay, Bi-Sexual, Trans and Queer Plus (LGBTQ+) staff network provides support to staff, organises events and advises the Trust on the development of services and policies to address inequalities that affect the LGBTQ+ community.

The Network aims to empower all employees to step up as LGBTQ+ allies and improve the workplace culture for everyone within the Trust.

The LGBTQ+ Network can be found on Twitter.

Mental Health Act Process Goes Digital

ELFT Pioneers a New Digital Solution to Improve Safety and Access to Mental Health Care

The Trust is making it quicker, easier and safer for its most vulnerable patients to access acute mental health care by digitising the key forms and processes that clinicians must complete to progress treatment which patients receive under the Mental Health Act (MHA).

In a trailblazing partnership with health tech provider Thalamos, ELFT is rolling out a platform which will enable patients to access essential treatment more quickly, and save clinicians time on admin that they can spend providing direct care to patients.

More than 1,000 clinicians and staff across the Trust will be able to use the Thalamos platform to create, complete and share key MHA forms. The system will prompt staff to ensure that all necessary information is entered before forms are sent, reducing the risk of delays caused by incomplete, lost or damaged paper forms. Thalamos will also enable secure, encrypted sharing that will help maintain legal compliance, safeguard patient confidentiality, and sustain consistently high standards of patient safety.

David Bridle, Chief Medical Officer, said:

"With a considerable rise in demand for acute mental health care over the past few years, it is more crucial than ever for services to adapt and evolve. By embracing digital transformation, we have the power to improve outcomes, care quality and speed up access to treatment."

"This involves removing any potential barriers to treatment and making care pathways easier to navigate. For our practitioners, it's about introducing systems that enable them to spend more time with their service users. And for our service users, it's optimising pathways to ensure safer, quicker access to quality care."

ELFT plans to introduce the new system in a phased approach. The system went live first on our inpatient wards on 27 June.

These improvements come as the government works on reforms to the Mental Health Act designed to further improve both access to and quality of care. ELFT are leading the charge of NHS trusts in London toward improved acute mental health care through such digital innovation.

See videos at: <https://www.elft.nhs.uk/health-professionals/mental-health-law/thalamos-mental-health-act>



New Trust People Plan



FOLLOWING the launch of the refreshed ELFT Strategy in October 2021, the People and Culture team have been focusing on the key strategic priority of improving the experience of staff. The plan takes

into account new ways of working, the greater use of technology in the way staff work, growing the skills needed to ensure we have skilled and able staff for the future NHS, and the importance of the wellbeing and welfare of staff.

Tanya Carter, ELFT's Chief People Officer, says *"This feels like the right plan to take our staff and the organisation forward. By responding to both their professional needs and their wellbeing needs, they will be in a better place to support those they care for, help their colleagues and enjoy their work. I believe that if we can engender a culture of respect and care for each other – people will thrive and grow. After all, we are developing the NHS workforce of the future! Our People Strategy sets out the stepping stones that will take us there."*

New Ways of Working

With the increased use of technology in our working lives, subsequent training needs associated with this, increased joint working with partners, creating and maintaining effective and supportive relationships has never been more important.

Looking After Our People

The Trust has a role in supporting them in other parts of their life highlighting how they can get support and advice with finances, purchases, legal advice, and access to more fun things.

Belonging to the NHS

As well as enhancing what we do locally, the People Plan addresses the need to play our part in raising national standards. This includes working towards being an anti-racist and multi-cultural organisation and ensuring equality in all our processes and opportunities.

Retaining Our COVID Vaccination Workforce

STAFF who came forward to join the North East London COVID Vaccination programme workforce have played a vital role in improving the health of local people. It is not an understatement to say we could not have vaccinated the community at the rate we did without them. They brought energy, enthusiasm and skills from other careers and walks of life. For many, we hope this is just the beginning of a career in health and social care - and we want to make that transition easy.

So the Trust, as the lead employer for the region, has been offering a range of support to help the vaccination workforce take the next step on their health and social care career path. An online careers event took place to ascertain what areas of work appealed to staff and to provide support, top tips and ideas to get the job of their dreams. The event offered inspirational stories and talks from

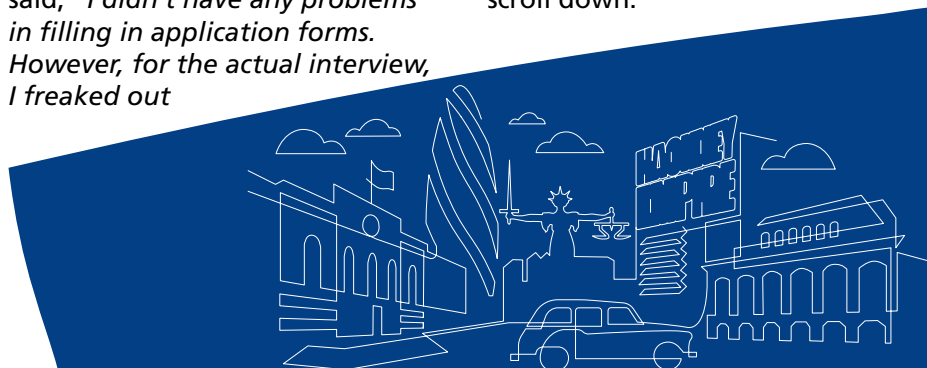
peers who have already secured a new role. Trainers from the People and Culture team talked about how to write an impressive application, how to prepare for an interview, and how to battle nerves and perform well in the interview room.

The Trust is offering ongoing help and support with staff being offered up to five 30 minute coaching sessions.

Christiana is one of the vaccinators who attended coaching sessions and has now started a new job. She said, *"I didn't have any problems in filling in application forms. However, for the actual interview, I freaked out*

easily. If I didn't get my head round the questions, I found it hard to finish the whole interview. This has been a barrier for me, even when thinking of applying for a job. I am grateful to the retention team for what they have done, and the impact they have had on my career. Within one or two months, I was able to go through an interview successfully."

You can view recordings of sessions and stories from the Online Careers Day on the ELFT website. Just go to 'Working for us' and scroll down.





Deputy London Mayor’s Praise for East London’s Homeless Team



THE Deputy Mayor of London for Housing Tom Copley met members from the East London Rough Sleeping & Mental Health Programme (RAMHP) team at ELFT’s Headquarters in Aldgate.

The Rough Sleepers Adult Mental Health Project was established in 2020 as part of the Mayor’s action plan to improve the lives of homeless people in London.

ELFT’s RAMHP team cover the City, Hackney, Tower Hamlets and Newham and work directly with Street Outreach Teams (SORT) – to improve mental health awareness as well as work to overcome mental health or psychological needs of clients to improve their access to health care.

RAMHP Service user Alan took part in the presentation, eloquently describing how the team had helped him when he was rough sleeping to access the services he needed which transformed his quality of life.

He was effusive in his praise for the RAMHP team. *“This team treat you properly. They get things done and look after people.”*

ELFT Chief Operating Officer Edwin Ndlovu, described how the RAMHP team’s work is central to the Trust’s aspirations to reduce health inequalities and focus on the wider determinants of health..

RAMHP Operational Lead Hilary Neil described how *“the team works dynamically and sensitively, to build trust and to develop relationships so we can assess and help treat people’s unmet needs.”*

Nurse Consultant Rikke Albert described the relationship between mental and physical health, and how to understand the role trauma has on health.

Deputy Mayor of London Tom Copley said:

“I’m incredibly grateful to the RAMHP team and their borough partners for taking the time to describe the work they do – and to Alan.

“It ensures dedicated mental health professionals can provide specialist support to people on the streets who need it the most.

National NHS Parliamentary Award for Outreach Service

THE Trust’s Homeless and Vulnerable Outreach Service have received the national Excellence in Primary Care and Community Award at the annual NHS Parliamentary Awards. The awards ceremony was held in Westminster on 6 July. The team had been named London regional champions in June, which automatically qualified them as finalists for the national awards. So they were utterly stunned to win the national heat.

MPs put forward NHS services or teams from their constituencies they feel deserve to be recognised

for outstanding work. Dame Meg Hillier, MP for Hackney South and Shoreditch, nominated the Outreach team for the Primary and Community Care Award back in April.

In her nomination, Dame Meg Hillier described how the team successfully managed to connect and build relationships with historically non-engaging patients or patients not registered with The Greenhouse Practice in Hackney, while providing health-related interventions, improving quality of life, and making access easier.

The Outreach Service also provides the same care across Newham and Tower Hamlets, with the team operating from the Newham Transitional Practice (Newham), and Health E1 (Tower Hamlets). The team also looks after asylum seekers across the three boroughs and refugees under the Afghan resettlement scheme in the City of London. They also provide in-reach care to local hospitals to support patients, at all times focusing upon supporting positive housing outcomes for when they transfer back into the community.



ELFT Charity



THE ELFT Charity supports innovative projects that make a positive, lasting change and go above and beyond what the NHS would usually provide. Sometimes the most impactful ideas are simple ones that can benefit service users and staff in novel ways. Below are three initiatives that the ELFT Charity has been able to support:

- We have provided a grant to the Newham Home Treatment Team to redevelop a garden area for service users. The team offer a weekly gardening group and a walking group to encourage fitness and social connections. Their previous garden was damaged so they are keen to build it up again and get a new poly tunnel to grow plants from seeds. The bid fulfilled the criteria for improving social networks.
- Monies for another gardening project have been awarded to Leighton Road Practice in Leighton Buzzard in Bedfordshire. The Leighton Road Courtyard Garden project will see patients of the practice and the project lead working together to develop a green and pleasant space for everyone with garden furniture, and tea and coffee facilities to help people to connect. This bid fulfilled the criteria for improving social networks.
- Monies have been awarded to support a Luton Peer Led Walking group which is going to be run by service users for service users to engender social connections and support fitness and mental stimulation. The Luton Striders (they already have a name!) will learn first aid skills, work out walking routes, arrange a historian to lead walks around places of interest, organise opportunities for sketching and art, refreshments and pit stops! This bid met the criteria for improving social networks and improving employment prospects. This is just a selection of ideas generated by staff that the ELFT Charity has been able to support. We are keen to get more such projects off the ground.

All applications to the ELFT Charity are considered by the ELFT Charity Committee. If you would like to make a donation to the ELFT Charity, raise money for it or apply for a grant, go to the ELFT Charity webpage: <https://www.elft.nhs.uk/get-involved/elft-charity>

Registered Charity Number 1198337

Pioneering ELFT & Network Rail Partnership Expanding

PARTNERSHIP working between the Trust and Network Rail to improve commuter's mental health on the railways has been so successful rail bosses are now expanding it to other lines across the country.

The programme is the first of its kind with an approach that takes mental health and wellbeing back into the communities where staff and passengers begin their journeys.

A 'hub and spoke model' where each railway route has an embedded mental health nurse as part of a national team sharing best practice and accelerating successful projects across the whole transport network will be at the centre of the new plans

The programme began life on the Anglia Route into London's Liverpool Street in 2020. Since then, life-saving interventions have taken place there which would not have been possible without the co-ordinated joint work approach developed by Nurse Lead for Mental Health Rachel Luby.

Rachel has helped to create positive decision-making plans for nearly 100 people and trained staff on how to be aware of and support people who may be struggling.

Projected financial savings made by the reduced disruption to services has been substantial.

Partnership working between British Transport Police, Network Rail, ELFT, other NHS trusts, voluntary sector and public health teams has successfully prevented people from coming to harm on the Anglia region railway network. It has also led to improved outcomes for those that have gone to stations when in crisis.

These successes have meant that other rail operators have seen the benefits of applying the ELFT/Network Rail embedded mental health nurse model. Rachel has been seconded from ELFT to Network Rail who will be funding the expanded programme.

Commenting on the success of the programme so far and the expansion of the service Rachel said: *"Partnership working has been central to the success of my role. I want to see as many people as possible trained and knowledgeable about suicide prevention – to make it as 'normal' as training in basic life saving techniques."*

Network Rail's Suicide Prevention Programme Manager Becky Wray said: *"We are absolutely delighted that Rachel has agreed to lead the expansion of this important programme. The positive impact on both our staff and the wider travelling public in terms of improved mental health and wellbeing is immeasurable."*



Time to Get Serious About our Impact on the Planet



DR Juliette Brown is a consultant in older adult psychiatry in Newham. She is a member of Medact and Psych Declares, a group of mental health professionals involved in advocating for action on the climate emergency and has taken part in non-violent direct action, including with Doctors for XR. She is Clinical lead for Environment, Sustainability and Climate Action for London. (Dr Paul Lomax her equivalent for Luton and Bedfordshire, was featured in the last issue of Trusttalk.) In this interview, Juliette explains why climate change needs personal and public action.

When did you first become interested in climate change and the impact of human behaviour on the planet?

I was studying English Literature in the late 80's when I heard about climate change. My assumption was that governments would act to prevent harm once they realised the scale of the problem, and especially once they had read reports like those from the IPCC <https://www.ipcc.ch/sr15/chapter/spm/> and the Lancet <https://www.thelancet.com/countdown-health-climate>

Like many people, I made changes personally to have less of an impact, but eventually the realisation dawned that the only really effective actions now will be those we take collectively.

Our health is fundamentally dependent on the health of the environment – in very basic ways, like our ability to grow the food we need to survive, and have clean air and water. So I am puzzled that the UK government has declared a climate emergency, but continues to subsidise fossil fuels and license new oil fields. I don't think we have time for that kind of greenwash!

What worries you most if we don't start addressing issues of climate change?

We have finally reached the point where it's almost too late to prevent the very worst outcomes – crop failures across multiple regions, and the social unrest, war and mass displacement that follows, as well as thousands of deaths from air pollution locally. None of the numerous pledges and treaties in the last 30 years have had any impact on our greenhouse gas emissions.

I feel terribly sad and sorry that we are passing this on as our

legacy. I don't want today's young people to miss out on the kind of stability and peace I grew up in. Sometimes people don't want to hear about it because they just don't want to have to give up some of the privileges we have in the west.

Do you think small actions can make a difference if large actions in other parts of the world are causing damage?

Every action makes a difference, especially if people talk to others about what they are doing and why. We know people want action and we know that hearing about other people taking action is an important motivator. Like changing to a bank that doesn't fund fossil fuels (use the <https://switchit.green/> website), switching to use less polluting and healthier forms of transport, fly less, and eat more plant-based foods. Joining campaigns can be most effective – e.g. groups like Mums for Lungs who are speaking at our next Climate Network event.

What can readers do as part of this work?

We would love people to step up and join the ELFT Climate Network.

What types of things could reduce ELFT's carbon footprint?

The biggest areas of energy usage are staff and patient travel, energy used to heat and light our buildings and the embedded carbon in the production of medication and all the things we buy, but we also have to think more broadly about how we deliver healthcare and prevent ill-health. Much of our vision as a trust is about preventing illness, reducing inequalities, empowering patients, offering services that are easier to access and more efficient – these are sustainability initiatives too.

You can read the full interview with Dr Brown in the digital version of Trusttalk.



Welcome to our Membership page, we are busy making plans for the future and need your help...

We are looking at how we communicate with you: the format and frequency of our meetings, how we engage our local community, how our Governors can hear from you, basically, we are reviewing all things membership.

We want to hear from you, and we will be planning some 'Big Conversations' meetings later in the year, for you to let us know what is important to you, why you

joined, what you want to hear about and how we can better hear your voice.

Your Governors will be working with us to make sure that all plans are a co-produced.

If you would like to contact us or your Governors in the meantime call us on **0800 032 7297** or email elft.membership@nhs.net

Governor Elections 2022 - Our Governors Make a Big Difference

Our Governor Elections opened on 15 July. Watch out for the postcards giving details on how to nominate yourself!

This year, we have Governor vacancies in the following areas:

1. Bedford Borough: 1 vacancy
2. Central Bedfordshire: three vacancies
3. Newham: two vacancies
4. Staff: two vacancies
5. Tower Hamlets: two vacancies

Governors are very important to our Trust. They play a central role in improving services, advising the Trust about the needs of staff, service users and the community. They hold our Non-Executive Directors to account and inform our strategies and future plans.

If you are passionate about influencing and improving your local mental health and community health services, you have time to attend meetings and feel you can represent the views of your local community and our staff, then why not nominate yourself.

If you are thinking about it but aren't sure if it is for you, we will be holding some (very) informal Prospective Governor workshops on:

- **Saturday 30 July 2022 at 11:00**
- **Wednesday 3 August 2022 at 17:00**

We hope to see you there - if you have already taken the plunge, Good Luck!

The Nomination stage closes on 12 August 2022. There will be with a postal ballot of members in all the areas that have vacancies, between 6 and 29 September.

If being a Governor doesn't appeal, we still need you to vote – help those that want to become a Governor gain their seat at the ELFT table.

Trustwide Members Meeting (AMM) – this year's theme: Tackling Inequities

We will be holding the event virtually this year, you can find out more overleaf.

This year our meeting theme is 'tackling inequities' - a theme that is important to both the Trust and the NHS as a whole. Our Governors also recognised its importance and chose 'Addressing Inequalities' as one of their five priority themes for the year. We will share the work that we have undertaken as well as our plans for the future. This will be a great session with lots of different representatives from our Trust joining us. Make sure you save the date in your diary.

Help us Save pennies

As you are no doubt aware costs for the NHS (and all of us) are increasing. We are trying to make sure that we make the best use of our money, so, if Trusttalk is posted to you please let us have your email address. You will still hear from us, but it will be by email. We would prefer to send you an email version of Trusttalk, not only will we save trees, we will save on postage costs! So please, if you have an email address - let us know, you can email us at: elft.membership@nhs.net please include your full name and address.

.....or if you no longer wish to hear from us (and that's ok), please let us know using the same email address or give us a call on 0800 032 7297

Amazing' Befriending Service Reducing Loneliness



A telephone befriending service launched two years ago to tackle loneliness is now providing regular support to more than 100 service users.

The ELFT service was launched in April 2020 during the first COVID pandemic lockdown, providing a friendly voice at the end of the phone for anyone feeling isolated.

The service, which is delivered by paid ELFT service users, has continued to expand post-lockdown. It is now permanent and the team of 30 befrienders are helping people of all ages and backgrounds.

People can ask to be connected with the team through the ELFT service supporting them, or clinical teams can refer people they think would benefit from contact by the befrienders.

An initial phone call is then organised to ask people how often they would like to be called, preferred gender of the caller, language and interests to help match them with the best-suited befriender.

"We are all tremendously proud of the service," said befriending service lead and service user Matt Preston. "What we hear from the people we befriend during initial calls can be truly heart-breaking – but the difference that can be made is incredible. Our amazing team are friendly, enthusiastic and help the people we support by encouraging them to re-connect by thinking about hobbies, reading and getting out."

He added: *"The key to its success is we match people with shared interests and backgrounds. All befrienders are also service users and that immediately helps build rapport and trust."*

Next steps

The service is looking at ways to provide short-term support for clients after support for them from ELFT IAPT (talking therapies) services finishes.

The team are also hoping to recruit Ukraine and Afghan members so support can be offered to service users from those communities. The befriending service can be contacted by emailing elft.befriendingservice@nhs.net

Chair FINAL WORD



LET'S embrace the integrated care systems (ICS) and what they aspire to do. Integrated care is about improving quality for the people we support. Integrated care is defined as "I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me".

ELFT is in two integrated care systems - the Bedfordshire, Luton and Milton Keynes Health and Care Partnership (BLMK) and the North East London Health and Care Partnership (NEL). We have countless examples in both systems of how our teams are already delivering to this definition. In both ICSs ELFT's community mental health teams are re-designing themselves around neighbourhoods and are working much more closely with the voluntary sector. In our enhanced primary care services there are fabulous examples of multi-disciplinary team working. Our community learning disability teams are integrated across health and social care and are working with GPs to develop more integrated physical health plans. Our integrated discharge hubs feature health and social care professionals working together to facilitate safe and timely discharge from hospital. Our children and young people's community services team in Newham started extraordinary work during the pandemic to ensure families are supported across both health and social care. I could go on and on and on.

When the rubber meets the road, what matters is outcomes, and collaboration is yielding significantly better outcomes for the people we serve. Our mental health bed management collaborative has meant that NEL is the only London ICS that has not needed to send inpatients out of our local area to be hospitalized elsewhere. The work we have done across five trusts on Child and Adolescent Mental Health Services has enabled children and young people in crisis to be supported more effectively and to reduce reliance on inpatient care. In BLMK clinicians are coming across trusts to vastly increase the provision of IAPT services. Also in BLMK a better pathway has been developed for people with serious mental illness who require supported housing or residential care. With our organisational treasures - clinical leadership, quality improvement and people participation at the heart of our approach to integrated care, we have unlimited opportunities to deliver even more outstanding care to the people we serve and to fundamentally address the underlying social determinants of health.

Trustwide Members Meeting

Tuesday 11 October 2022
16:00 - 17:30

Tackling Inequities

Everyone is welcome to join. The meeting will be online.
Scan the QR code to book your place.
Alternatively, email: elft.membership@nhs.net
or call 07971657703 to book your place.



AGENDA

CEO Overview of 2021-2022
Governors Report
Finance Report
News and Highlights
Your Questions

Send your questions in advance to elft.membership@nhs.net



We care
We respect
We are inclusive



East London
NHS Foundation Trust