

# TRUST talk



East London  
NHS Foundation Trust



Autumn 2023



**Digital**  
Edition

**Join the  
Vax Challenge**

**How Crisis  
Cafes help**

# AUTUMN 2023 CONTENTS



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## CEO FOREWORD

I am writing this column still feeling the glow from the ELFT Staff Awards 2023.

It was a privilege and a real joy to be there with more than 1,000 colleagues from across East London, Bedfordshire and Luton and I felt so proud.

There is so much incredible work taking place throughout the Trust and this was a wonderful opportunity to celebrate this and to say thank you.

All of the nominees and winners showed such commitment to improving the lives of the people we serve and to supporting the wellbeing of staff. Congratulations to every one of the 700 colleagues nominated for an award on the night.

As always, the awards helped shine a light on outstanding practice, innovation and a commitment from every service to deliver the best possible care.

This edition includes interviews with some of our incredible award winners and reflects that collaboration – working with our communities and our partners is becoming ever more integral to our work.

This joined-up approach is hugely important as we head into winter and it's wonderful to see both the breadth and depth of the relationships we're developing with our partners across the system.

We're committed to working in-step with our partners, collaborating wherever this can make a difference to the quality and timeliness of the care we provide to the people we jointly serve.

Helping keep our colleagues safe and well, so they in turn can help our service users, is also a priority.

This edition showcases our Vax Challenge, a fun campaign promoting our seasonal flu and COVID-19 vaccination programme for all ELFT colleagues.

I hope as many colleagues as possible have their vaccinations to help keep themselves safe and to protect service users, loved ones and colleagues.

Thank you for all you do, every day. ELFT would not be what it is without its amazing people – we could not do what we do without all of you.

Lorraine Sunduza  
ELFT interim  
chief executive



# Roma Workshops

A support group has been launched by Newham Talking Therapies to discuss tailored support for the Roma community. CBT therapist and Community lead *Elise Coote* explains why the programme has been launched and how it is helping.

### Why was the support group formed?

Historically, there has been little engagement with NHS mental health services by the Roma community in Newham. The Roma Support Group charity connected with us and helped start this programme to understand barriers for engagement with mental health services.

### How is it helping the Roma community in Newham?

We have been able to hear directly from a marginalised group what the barriers are for them accessing support. This has helped us to think about how we might carry out engagement work. It has also helped us to show the community that people are able to access support in their first language and that we are able to adapt support that is offered.

### What has been the response from the Roma community?

We have had great attendance and the response has shown that participants found having a non-judgemental space to talk about mental health helpful. It has also resulted in referrals for further treatment to our service for those who feel they need it. We feel these sessions have helped to build trust.

### What have you learnt from the process?

This experience has taught me it is vital that outreach work is not carried out from behind a computer screen. It is so important to physically show up for the community you serve and adapt in whatever way is needed to demonstrate a meaningful partnership. One small change can make a huge difference.

### Who was involved in the programme?

Myself, clinical lead for Newham Talking Therapies Daniela Antonie and senior psychological wellbeing practitioner Martyna Ebertowska.





The VAX Challenge is the theme for the annual winter flu staff vaccination programme. Staff communications manager **Aira Manguiat** explains more.



**What is the annual staff vaccination programme?**

Every winter the NHS offers free flu vaccinations to healthcare staff.

**Why is it important?**

The vaccination programme helps keep staff fit and healthy, which helps the NHS continue to deliver care and services throughout the winter. The vaccinations also help protect service users, loved ones and colleagues from getting the flu.

**How can people get their vaccinations?**

Flu clinics are held at locations across East London, Bedfordshire and Luton.

**What is the VAX Challenge?**

The VAX Challenge is based on a board game concept, with opportunities for colleagues to take part in games and win prizes.



**How the Vax Challenge works**

Challenge details are shared through the staff intranet, messaging to staff and bright campaign visuals displayed at sites across the Trust.

A new challenge is issued monthly throughout the winter and is open for all colleagues to enter.

The games are interactive and provide opportunities for colleagues to enter and win prizes.

Updates and details of available flu clinics across Bedfordshire, Luton and East London are available on the ELFT staff intranet.

**Why has the theme been developed?**

Keeping people safe from flu is a serious business – but we also wanted to develop a campaign which is bright and engaging for colleagues. We hope it will be memorable, encourage colleagues to get their vaccination and also provide some fun through the games provided.

**What games are included?**

There will be a different interactive game for people to play each month.

There will be a riddle and musical code that need cracking each month and other games like a wordsearch and bingo.

**Who is featured in the campaign?**

Our launch photo features our interim chief nurse Claire McKenna and chief operating officer Edwin Ndlovu. Some of the game characters have familiar faces, including interim chief executive Lorraine Sunduza and other members of the executive team.

They wanted to be involved to show their support for colleagues and to emphasise how important it is to the Trust to help keep colleagues safe and well.

**Does the campaign include COVID-19 vaccinations?**

We have roving COVID-19 vaccination clinics alongside our regular flu clinics. The COVID-19 vaccination is available for eligible frontline staff, staff and colleagues aged 65 and over and to patients deemed at clinical risk.

**Have you had your flu vaccine?**

Yes! It only takes a minute to get vaccinated and I definitely don't want to get flu this winter. It is the worst.

# Crisis cafes

Crisis cafes in Bedford Borough, Central Bedfordshire and Luton provide friendly face-to-face support for anyone aged 18 or older struggling with their mental health and unable to cope. The cafes are provided for the Trust by Mind BLMK as part of a partnership approach to mental health crisis care. Mind assistant crisis project development manager **Sally Burdeniuk** manages the cafes.

## How do you help people who visit the cafe?

By providing a safe and comfortable space for service users to come and be heard. They are met with empathy, without judgement and are given the time they need to support their mental health crisis or to prevent them from being in one.

## How would you describe the approach of the crisis cafe team?

The crisis café team are made up of a diverse group of people who have both lived experience and professional experience of working through mental health difficulties and finding solutions. The one thing that we all try and instil in our service users is hope.

## Do people need to make an appointment in advance?

No appointment necessary. You can turn up, have a hot or cold drink and be seen by a mental health professional and no referral or appointment needed.

## Can relatives and carers worried about loved ones use the cafe?

Absolutely! Anyone can come in for support from us.

## Why is this service important to you?

I am fortunate enough to see people grow, recover and work on becoming stronger within themselves and managing their mental health. Service users have shared about the positive impact of having the crisis cafes available to them in their time of need. This is why I do the job I do.



READ the full article online

## Are you struggling to cope?

Mind BLMK's Crisis Cafés are here for you!



Open 5pm - 11pm, 7 days a week

Supporting people across Bedfordshire, Luton & Milton Keynes



To find out more:  
01525 722225  
crisiscafe@mind-blmk.org.uk

Mind BLMK  
www.mind-blmk.org.uk  
Charity No. 1068724

## ELFT STAFF AWARDS



*"ELFT would not be what it is without its amazing people – we could not do what we do without you,"*  
- Lorraine Sunduza

A whopping 1,100 staff attended the 2023 ELFT Staff Awards ceremony and party to celebrate colleagues who provide exceptional support to service users and colleagues.

Nineteen awards were presented to outstanding individuals and teams, with the event attended by health and social care professionals from all corners of the Trust.

Comperes on the night were interim chief executive **Lorraine Sunduza** (pictured) and chief people office Tanya Carter.

Proceedings opened with a performance by #ELFTin1Voice, a choir made up of staff and service users joined by the Sing Tower Hamlets Choir.

They performed an uplifting mash-up of Ain't No Mountain High Enough and Rise Up - to a moving gallery of images of life and staff from across the Trust.

See p8-11 for interviews with some of our deserving winners.



**Registered Nursing Associate *Mauxine Francis* has been awarded the Star of the Future Award at the ELFT Staff Awards 2023. Mauxine was nominated for the prestigious award by colleagues from the north east district nursing team in Tower Hamlets.**

**How does it feel to win the award?**

I feel privileged and it's a humbling feeling to be nominated. I owe it all to my team, I would like to thank God for giving me the courage, the strength and tenacity to be working in this nursing workforce.

**Could you explain the work you do?**

The work that I do goes beyond the clinical aspects of medicine. I have to be the voice for people who haven't got any family and bring the hospital to their homes, preventing hospital admissions. I educate, empower and promote self-help care.



**What do you enjoy most about your job?**

I enjoy everything from the challenges to the good feedback, but first and foremost, patient satisfaction.

When a patient says, 'nurse, I'm happy, thank you', it gives me a good feeling to know I made a difference.

**Would you recommend the Trust as a workplace to other healthcare professionals?**

I feel I am the product of the Trust's investment in my potential. Here, dreams become reality.

**Who is your inspiration?**

My true inspiration is my team leader Benedeth Obiozor. Benedeth is the one who inspired me to achieve my aspirations in nursing.



**The Dr Robert Dolan Leadership Award at the ELFT Staff Awards 2023 has been presented to *Matt Sparks*, clinical team lead for the North Bedfordshire CAMHS crisis pathway. Matt, who has worked in the NHS for 21 years, talks about why he loves his work and why it is important.**

**How does it feel to have been recognised by your team and the Trust with the award?**

I feel really proud and it is very humbling. Knowing that nominations came from colleagues, people I would not be able to do my job without, means an awful lot.

**What is it like working to support children and young people?**

To have the opportunity to work with children and also families is an absolute privilege. I always say to the team 'let's deliver this service like it is your child, niece or nephew and with the standard of care and attention you would want for your loved ones'.

**What changes are you seeing in the needs of service users?**

We are definitely seeing more children and young people present with emotional problems and with complex family and environmental factors that can make the problem more challenging.

**What do you see as the next steps in mental health support for children and young people?**

We definitely need to make the mental health of children everyone's business and reach into our communities, strengthening partnership working with agencies such as local authorities. Within the CAMHS crisis service we continue to develop care that avoids the need for admission to an inpatient unit where possible.

We continue to strengthen the quality of the home treatment we offer and we provide Young Person's Sanctuaries in partnership with Mind BLMK.

**Why do you do your job?**

Working with amazing colleagues and service users gets me out of bed and motivated every day.



# ELFT STAFF AWARDS

**Physiotherapist Katie Walsh has been named Employee of the Year at the ELFT Staff Awards 2023. Katie is a member of Specialist Children and Young People's Service (SCYPS) and based at West Ham lane Health Centre in Newham.**

### Can you tell us a bit about your role within ELFT?

I'm a children's physiotherapist and see children from 0-19. I predominately work in schools and see children that require physio.

My main focus is my baby clinic: Let's Start, which is a multi-disciplinary team. It includes speech and language therapy, physiotherapy and occupational therapy.

### Would you say the role itself is rewarding? Are there any aspects of the role that you particularly love?

Every day is different in my job and that is what I love! Even though you may have planned clinics or the school days, it is always unpredictable. There are some days where I help children to take their first steps. Nothing is more rewarding than seeing that.



### How did it feel to win the award?

It was a complete shock! I've been working here for the last nine years and attended every awards ceremony held by the Trust. My wish is that the win brings attention to the whole of children's services.

### Would you recommend the trust as a place to work for other health care professionals?

I would highly recommend ELFT. There isn't a place like Newham and once you're there it is very hard to leave! The families and children that we are lucky enough to work with are amazing. SCYPS is a fantastic team.



READ  
the full  
interview  
online

## THINK AHEAD

Katrice is a member of the Think Ahead programme, which trains mental health social workers every year. Think Ahead graduates at ELFT gain on-the-job experience combined with academic learning.

**Social worker Katrice Russell has been awarded the Improving Service User Experience Award at the ELFT Staff Awards 2023. Katrice was nominated for the prestigious award by colleagues from Luton community mental health hub – south.**

### What is the role of a social worker within the community mental health hub?

I work to support individuals to meet their wellbeing needs alongside the hub's wider multi-disciplinary team. I look at social work needs in terms of accommodation or substance misuse and how those issues might be affecting the mental health of service users.



WATCH  
a video  
interview  
with  
Katrice

### What is it like being part of an integrated team?

Being part of an integrated team and going through the community mental health transformation programme has been a really positive experience. I previously worked in the criminal justice system and at times it felt that professionals were kept separate. The hub feels more cohesive, joined-up and feels more like a family than a team.

### Why do you do the job?

I do the job because I care. I am a local Luton girl and I grew up in Luton. I have worked in the criminal justice system but I wanted to expand who I could help and how. A social worker will work with any needs that a person might have. I want to really support the people that I work with.

### What is it like being recognised with an ELFT Staff Award 2023?

As full of gratitude as I am, I do think a lot of the skills I have acquired are a reflection of the team and family structure that exists within the hub.

It's great but I want to massively shout out to the other members of staff who have been core in terms of my development.

# Learning disabilities app pilot

A six-month pilot to promote digital inclusion for people with learning disabilities will start in early 2024. Project lead *Tim Buck* shares more details.

## Why are we doing the pilot?

We want to offer opportunities for our service users to have more ownership over their health and wellbeing, enabling them to better access systems. As technology advances, services run the risk of leaving certain members of society behind if we do not test out different accessible methods for people to engage with services.

## The pilot is centred around the called Medii app, can you tell us more about it?

The app is being developed to allow users with learning disabilities and their caregivers to monitor key physical and emotional parameters which are essential for medical teams to deliver accurate assessments.

## How will the app benefit service users?

It will include items such as an improvement in the quality of key health assessments. We also want to enhance service user satisfaction and engagement with our services by providing digital solutions to complement services already in place.

## How many services and service users are involved in the pilot?

ELFT have purchased 500 licences for the app pilot and will be rolled out in services located in City & Hackney and in Bedfordshire & Luton.

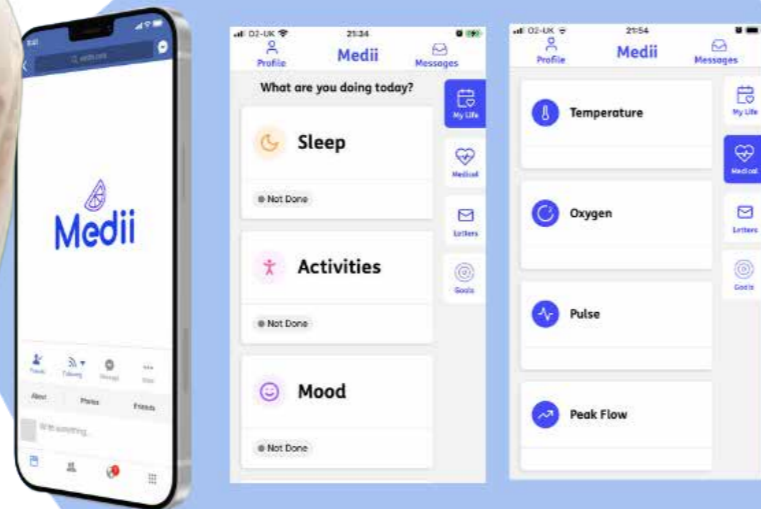
## How will the pilot be monitored and measured for success?

We have set up a Working Group of service users, professionals, providers and the app development team. The group will meet monthly and report back to the Digital Solutions Board for support.

We have identified specific outcome measures focussing on the functionalities of the app, quality of health improvements and service user & professionals feedback. To help us keep a track of all this data we are following Quality Improvement (QI) methodology.



READ the full interview online



# Service user story

People Participation (PP) performs a vital role in supporting service users across ELFT on their recovery journey. *Mark*, from Dunstable, shares his PP journey.

## How did you feel about NHS care and support before you became involved with People Participation (PP)?

I thought the support was not very good, although I didn't have a massive understanding of it. I thought I was the only one going through my particular diagnosis. It's a lonely place to be when you are going through that.

## How has involvement in PP changed your perspective?

It has opened my mind to what exactly goes in in a community mental health team, other areas of mental health and given me an understanding of the challenges the staff face which really helps ease the frustration.

## What have you been involved with through PP?

I take part in interviews for people joining the Trust and am involved in Quality Improvement (QI) and mental health transformation work. I helped plan two public transformation events, helped host a mental health summit and had the opportunity to share my journey with the ELFT Board.

## How has PP helped you personally?

I now have a sense of worth and purpose. I feel valued for my input. The fact it is helping other people on their journey is an added bonus.

## Would you recommend PP to other service users?

Absolutely. Whether you know it or not, you have a lot of information that can help improve the system and help other people as well.

## What three words describe PP to you?

Hope. Once you have hope that leads on to happiness. Happiness leads on to freedom, and by that I mean breaking free of the grasp that mental health can have on you.



VISIT Trusttalk online to read the full interview and watch Mark discussing his journey and support from the Trust's Individual Placement Support (IPS) service.



# Welcome to our membership pages!

The weather has definitely turned now and as we mentioned on p4-5, it is important to protect yourself and loved ones by getting your vaccinations.



## Tell us what you think

As part of our Membership engagement plan we are continuing to review the way in which we share information with you. We send out over 5000 of these magazines and send out 3000 electronic versions. We would like to hear what you think Trusttalk should contain. We have a short survey that will help with our review, so please take time to complete it, either, online using the QR code below or completing it (pg 15) and returning to us at our Freepost address:

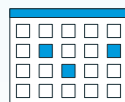
Governors and Members Office (5th Floor)  
 FREEPOST RTKB-ESXB-HYYX  
 East London NHS Foundation Trust  
 9 Alie Street  
 LONDON  
 E1 8DE



**COMPLETE THE SURVEY HERE**

The Survey closes at 10am on 5 January 2024

In January 2024 we are holding three online sessions to discuss your ideas and the results of the survey Trusttalk, the dates are:

-  Tue 16 Jan 11:30am - 12:30pm
-  Mon 22 Jan 5:00 - 6:00pm
-  Wed 31 Jan 2:00 - 3:00pm

The sessions will be held online via Zoom. We would love you to join us, either email us at [elft.membership@nhs.net](mailto:elft.membership@nhs.net) or telephone 0800 032 7297, and advise which session you would like to join.

## New Governors

We started the 2023 election process in July and all governors were elected unopposed.

### City of London:

- Reno Marcello (re-elected)

### Luton:

- Dafni Boula
- Jamu Patel (re-elected)

### Staff:

- Elizabeth (Lizzie) Maushe
- John Peers
- S. Sharmeen Sultana and governors that have been re-elected
- Patrick Adamolekun (re-elected)
- Mark Dunne (re-elected)
- Caroline Ogunsola (re-elected)

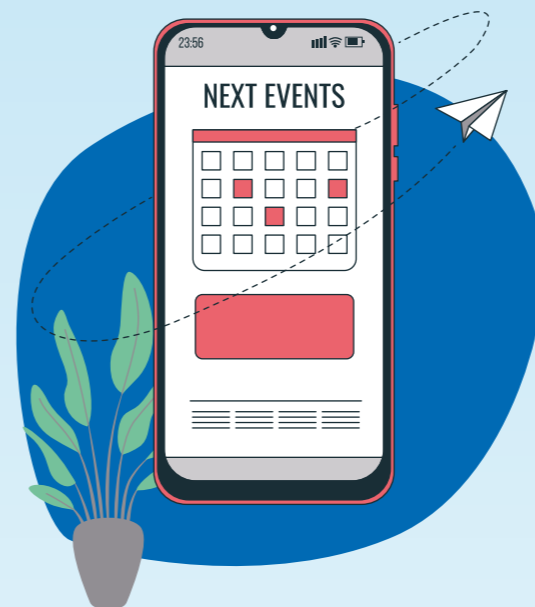


We welcomed our new governors at our Council of Governors meeting on the 9th November, this session is where our governors talk about their strategic priorities for the next twelve months which is the most important meeting we hold.

## Please remember our usual plea – to help us Save pennies

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](mailto: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 details above.




## Dates for your diary



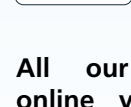
We are holding our Annual Planning sessions online, this is your opportunity to tell us what you think is important and where we need to be better! We will be joined by two members of our Executive, Richard Fradgley and Amah Shah.

### The sessions are on:

 **Monday 4 December**  
 3:30 - 5pm for Luton and Bedford members

 **Wednesday 20 December**  
 10:30am - noon for London members

Online sessions to discuss your ideas for Trusttalk (see pg 14)

 **Tuesday 16 January**  
 **Monday 22 January**  
 **Wednesday 31 January**

All our sessions will be held online via Zoom. We would love you to join us, either email us at [elft.membership@nhs.net](mailto:elft.membership@nhs.net) or telephone 0800 032 7297, and advise which meeting you would like to join.

## Trusttalk survey - help us shape our communication

1. On a scale of 1-5, (0 being not at all and 5 being very much) How much do you enjoy reading our Trusttalk magazine? Please tick/circle

0  1  2  3  4  5

2. How useful is the information in the magazine to you? Please choose one answer:

- Never useful
- Almost never
- Somewhat useful
- Frequently useful
- Almost every time

3. How do you rate the content of the magazine? Please choose one answer:

- Not at all relevant
- Slightly relevant
- Moderately relevant
- Very relevant
- Completely relevant

4. How do you rate the format of the magazine? Please choose one answer:

- Not at all satisfied
- Slightly satisfied
- Moderately satisfied
- Very satisfied
- Completely satisfied

5. What information or sections would you like to see included in the magazine?

6. How could we improve the magazine?



# Chair's FINAL WORD

I would like to give a shout out to our fantastic governors and share with you the important role they play. In a Foundation Trust such as ours, governors are elected by members, both public and staff and we have appointed governors, generally by local authorities.

Their role is to appoint the trust chair and the non-executive directors, done collaboratively after carefully considering the needs of the Trust defined by the board and other stakeholders in the case of the chair, and the views of the chair in the case of non-executive directors. Governors hold the non-executive directors to account for the performance of the Board (not the Trust nor individual services). This is a huge ask of people who are volunteers and in many instances lay people without a background in health. Our governors are critical friends. They don't hesitate to challenge, but in a constructive way. We have a relationship built on mutual respect and trust.



By bringing the views of members and communities, governors make the Trust stronger. During the pandemic when we were required to quickly make changes to access to blood testing services in Newham, it was the local governors who made us aware that the move to on-line booking had a negative impact on access rather than improving it. As a result of their actions, changes were made to the model.

Governors in Hackney voiced concern about the increasingly long waits experienced by mental health patients in the local A & E department. We realised that we needed to better communicate to governors the real pressures on mental health services and highlight what actions are being taken to reduce such waits. I could give you countless other examples.

Our governors come from a rich and diverse range of backgrounds and are deeply embedded in their communities. We are proud to have one of the most diverse Councils in England. They always keep users of our services at the heart of all they do and by doing so, enrich the work of the Board and the Trust. I am very grateful for their wisdom, guidance and strong advocacy for their communities.

Eileen Taylor

## Annual Population Health Report 2023

Programmes from tackling racism to financial advice and support for service users are included in a first population health report produced by the Trust.

The report has been co-produced with service users to show the work taking place across communities supported by ELFT.

The ELFT strategy commits the Trust to taking action to improving population health along with improving quality of care, staff experience and value.

The Trust believes it has a responsibility to make the communities it serves a fairer place to live and work, and to see those communities thrive.

Service users have helped produce the new report to identify case studies of good practice and areas where we have the opportunity to do more.

*"Improving population health can only be achieved through true collaboration,"* said Laura Austin Croft, Director of Population Health.

*"This report really demonstrates a commitment to innovation and change led in equal partnership by service users, colleagues and partners across the health, social care and voluntary and community sectors in North East London (NEL) and Bedfordshire, Luton and Milton Keynes (BLMK)."*



READ  
the full  
report  
online

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