

Inbrief

ISSUE 34 / OCTOBER 2010

Keeping employees and colleagues
up-to-date on key issues
and developments

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Putting patients at the heart of the NHS

MINISTER LAUNCHES NHS WHITE PAPER AT ST CHARLES **P6**

Welcome to your new Inbrief

As you can see Inbrief has had a makeover. We hope this new design will help make the magazine an even better way to keep you up-to-date with all the latest Trust news.

As well as its new look, Inbrief is also widening its range of content. It will now include more general features about the NHS, and our health and mental wellbeing services.

However, not everything has changed. As always this issue is packed full of information about how the Trust is working to improve the quality of the services we provide,

from initiatives run by individual teams to more wide-reaching changes that affect us all.

We will also be exploring how national issues are affecting the Trust, and how other trusts have made changes to improve effectiveness. In particular we will be providing the latest news on the Trust's Change Programme project. But our greatest asset is without a doubt our staff, and so Inbrief will continue to showcase our outstanding workforce with interviews and reports on the many achievements and awards received by various individuals and teams.

We are very aware that this is your magazine, and as such we would love to know what you think of it. Good, bad or ugly, we want to hear from you, so do send your feedback, ideas for articles or even articles you have written, to communications.cnwl@nhs.net. The deadline for the January issue is 29 October 2010.

TrustwideneWS

Hillingdon and Camden Community Health Update

We are delighted that we've had the 'go-ahead' from NHS London to integrate both Hillingdon and Camden Community Health Services with CNWL. We're now working through the next stages to make sure that the move is as seamless as possible.

We plan to welcome Hillingdon Community Health Services to the Trust in January 2011 and Camden in April 2011.

Sharp, short inductions for new recruits

New staff arriving at the Trust will now undergo a shorter two and a half day induction, focusing on important issues such as training, payroll and infection control. A video will give new recruits a better sense of what it is like to work at CNWL.

No appointment required

A new walk-in Wellbeing Centre gives Hillingdon residents unique access to mental health advice and support.



Dancers and entertainers celebrated the opening of a new walk-in mental health centre in Hillingdon this July.

The NHS Wellbeing Centre is the first of its kind in the country, and will offer people the opportunity to informally seek advice about a wide range of services, including help with drug and alcohol problems, anger management and parenting support. In addition

the centre will be running free sessions organised by occupational therapists and primary mental health workers.

Based in Boots at the Chimes Shopping Centre, the walk-in centre was officially opened by the Mayor of Hillingdon, Councillor David Yarrow. Claire Murdoch, Chief Executive, also attended the event, and encouraged Hillingdon residents to make good use of the new service.

For more information on the services available contact **Geraldine Vacher, Service Manager** on geraldinevacher@nhs.net or visit www.cnwl.nhs.uk/wellbeingcentre.html

Minister visits St Charles

On Wednesday 1 September, Minister of State for Care Services, Paul Burstow visited our mental health services at St Charles to meet with some of the teams and officially launch the NHS White Paper.



During his visit Paul Burstow was introduced to the Intermediate Mental Health and Physical Care Team (IMPS), the Community Mental Health Team and the Admiral Nurse team. The teams had a chance to discuss the Dementia Strategy with the minister and talk about the importance of integrated working for older adult care. The minister also visited Ganges Ward, our open adult acute ward, where he discussed the personalisation agenda.

The final stop on the whistle-stop tour was a staff engagement session to discuss the impact of the NHS White Paper. An audience of Community Service Managers, Matrons, Psychiatrists, Ward managers and Social Workers attended to feedback their comments to the minister. To read more about the NHS White Paper turn to page 6.

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Our values

A new staff charter is being sent to every employee at the Trust. It outlines our visions, values, objectives and commitments to each other.

We hope that by following the spirit of this charter we can create a happy workplace that helps us achieve our primary goal of excellent patient care.

1 DEDICATION

By helping people understand what can be done to improve their health and mental wellbeing, we empower them to improve their overall quality of life and to live independently within their communities.

2 EMPOWERMENT

We will involve people in their care plan and treatment, working closely with them, their carers and families to create practical solutions that meet individual needs. We will give our staff the support and opportunities they need to grow and develop.

3 PARTNERSHIP

We believe in working together, both within our organisation and externally with our partners. We listen to, communicate with and work effectively with our partners, including GPs, Primary Care Trusts and voluntary organisations.

4 DIVERSITY

We value the diversity of both our staff and the people we support. In order to create a respectful and supportive working environment, we will take the time to communicate clearly, ensuring that everyone understands one another and feels included.



We help people improve their health and mental wellbeing. We guide them on a shared journey to recovery, and an improved standard of life, through high-quality care and individual support.

These values provide us with our vision:

Wellbeing for life



Visiting programme inspires students



Since this morning I have been able to see mental health nursing from a different perspective, as well as respect and understand it.



Looking at the wards gave me a clearer view of how mental health hospitals are set up and how they take care of people.

The Trust's student outreach programme has successfully challenged preconceptions about careers in mental health

The comments on the left are just some of the many which we received from the 31 students who visited wards at St Charles, Park Royal and the Riverside Centre, as part of our Mental Health Awareness project, run in partnership with Thames Valley University (TVU).

Over 40% of students visiting the wards said they would now consider a career in mental health nursing, while the majority said that the project had challenged their existing preconceptions.

The project was launched in 2009 in an effort to raise awareness about mental health nursing amongst students at local sixth form schools and colleges.

Since November 2009, CNWL staff have discussed career opportunities and provided information on courses at TVU, to a total of 10 schools and colleges. Students who expressed an interest were then invited to visit acute wards for a day to observe the role of nurses on the wards. Students also visited the TVU simulation centre for a practical workshop.

Follow-up visits to schools and colleges are planned over the next few months, and a work placement initiative is being developed.

Attention e-procurement users

From September the procurement team will be updating its new e-procurement system with online catalogues of products from some of our most used suppliers, including Office Depot.

By allowing you to search for products by code, description, supplier, price or quantity, the new system will save you time.

The team will be adding new items periodically, so please make sure you always look at the catalogues before placing an order.

Further information about the e-procurement system can be found on Trustnet under Corporate Services.

Liberating the NHS

An inside look at the NHS White Paper

The new coalition government has brought with it a change of health ministers who will ultimately be responsible for deciding the future direction of the National Health Service.



The government has committed to increasing funding for the NHS, but says that in return the NHS needs reform. Every penny must be spent more effectively, and results must be amongst the best in the world.

In July, Andrew Lansley, Secretary of Health, published his NHS White Paper: 'Equity and Excellence: Liberating the NHS', which outlines some radical changes for the NHS over the next few years. The White Paper's main objective is to continue making the NHS a truly world class service, which is easy to access, treats people as individuals, and offers care that is of the highest quality.

The government has committed to increasing funding for the NHS, but says that in return the NHS needs reform. Every penny must be spent more effectively, and results must be amongst the best in the world.

Here we provide an overview of some of the proposed changes and how they may impact upon our services at CNWL.



More information and choice

Nationally, service users are to be given a stronger voice and will have more choice about their care and treatment. However, for this to happen they need information so that they can exercise their choice in an informed way.

We therefore need to make sure clear information is available about the care service users will receive from us. Results and feedback will also be published to increase transparency, placing ever more importance on increasing quality.

The changing provider landscape

The introduction of Payment by Results (PbR) will determine how we are paid for our services in the future. The White Paper proposes major changes for the management of commissioning services and it is suggested that a GP-led consortia will lead in deciding how money is spent. However, they will be required to work with clinicians and local communities to shape health services to meet the needs of patients. It is therefore clear that links with our GPs will become increasingly important over the next few years.

Improving efficiency and quality

By improving our efficiency and reducing unnecessary waste, we can all play an important part in improving results at CNWL. The introduction of Service Line Management over the next year will support many of the proposed plans in the White Paper, including giving clinicians decision-making powers, stripping back bureaucracy and freeing staff of targets that have no clinical

justification. Success shouldn't be measured by speedy access to services, but by the true outcome, which in our case is the person's return to optimal function.

Innovation is encouraged

Under the new structure, there will be much more freedom to innovate. Front-line staff are in the best position to come up with practical ideas on how to improve productivity and deliver better outcomes for service users and their families.

Our local links

Stronger links between primary, community and social care services will also help us support service users inside and outside the hospital. All of us, whether in an inpatient or community setting, will play an essential role in reducing avoidable readmissions by working with colleagues across the system to make sure service users get the support they need.

Finally, the White Paper is, fundamentally, about handing more choice and control to service users. This will allow access to services that not only 'add years to life' but 'add life to years' – enabling independence not dependence.

Your expertise can create a better NHS. If we all continue to put our service users first and provide great quality of care, then we will continue to succeed in this new environment.

To read the full white paper and contribute to the consultation visit www.dh.gov.uk/liberatingthenhs

White Paper Vision:

- Put patients at the heart of everything the NHS does - **'No decisions about me, without me'**.
- Focus on continuously improving those things that really matter to patients - the outcome of their healthcare.
- Empower and liberate clinicians to innovate, with freedom to focus on improving healthcare services.

Launching the new Trustnet

Our new intranet will go live soon, so here is a quick guide to help you navigate around the new site.



1 Our Services

This is where you will find information about each Service Line, Corporate Services such as Finance and HR, and Professions such as Nursing and Arts Therapies. The main change from the current intranet is that all the information for each service/department (news, forms, policies and team updates), will be accessible from just one page.

2 Trust Practice

Under this tab you'll find information to help you do your job better. Information is grouped by Legal, Health & Wellbeing and Safe & Effective.

In these sections, for example, you'll find all you need to know about Infection Control, the Mental Health Act and the Care Programme Approach.

3 Our Partners

This is where to go for information about the many partners we work with, including PCTs, Local Authorities and Voluntary Organisations.

4 Key Documents

This page is home to all our policies, forms and leaflets, organised in folders by type rather than alphabetically.

5 I want to...

If you can't find something, go to this tab for quick links.

These include:
I want to...

- ...find a person
- ...add a news item

6 Announcements

Whenever there is an announcement, be it a Norovirus outbreak or a fault with telephones, they will appear here. This will hopefully put an end to annoying emails, and will provide staff with a one-stop-shop for all important updates.

7 Profile

Here is your Who's Who entry – unique to you and easy to update when you login to the computer with your own Novell username and password.

8 Trust News

Here you'll find the latest Trust news as well as relevant updates about what is going on nationally.

9 Local News

Any service or department can add news to the homepage.

10 New/Favourite Docs

By logging-in with your unique Novell log-in, you can tag the documents that you use most often. Every time a new document is added or updated it will also appear here for a short time.

11 Quick link icons

These buttons provide quick links to training courses, the staff social page, a feedback form to let us know your views on the site and the Trust's Quality Information System.

If you have any comments or queries about the new Trustnet or would like to find out who your local Trustnet coordinator is, please email trustnet.cnwl@nhs.net

Trimming the

fat

The Pharmacy department
tries out new LEAN principles

Our Pharmacy department has become the first in the Trust to use LEAN principles to improve their processes and shed some unwanted 'fat'.

LEAN is an evidence-based methodology widely used in the NHS to help departments reduce waste, simplify work processes, eliminate tasks that do not add direct value, and reduce unnecessary duplication.

A small group of staff from the Pharmacy team recently volunteered to take part in the project. They were introduced to the tools, methods and concepts, and were then encouraged to begin thinking, seeing and behaving 'LEAN'.

Once key pharmacy processes were identified and prioritised for review, the team conducted a Value Stream Investigation (VSI), by looking at each process in detail, and in particular all the steps involved. The group then reviewed how each process could be streamlined to make it more efficient.

The Value Stream Investigation took place over four days, and the group was joined by colleagues from the medical, portering and nursing departments.

By the end of the third day all the process maps had been completed and the team was invited to engage in some 'blue sky thinking'. The project ended with a future state map, a business case, planned project work and a presentation to senior managers outlining the new process plans.

LEAN processes that are now being taken forward include Medicines Compliance Aids and Dispensing for Discharge. The next steps will include formalising and implementing these plans over the coming months.

The project identified some overlaps with other Trust projects including the introduction of Productive Mental Health Ward, and the aim is to keep linked in with these initiatives.

For more information on the pharmacy project please contact Jackie Box, Medicines Information Manager on 020 8206 7271 or for general information on the LEAN principles visit www.institute.nhs.uk

Teen space

Ganges Ward is nominated as an adolescent ward

Although it is very rare that a young person under the age of 18 should need to be admitted to an adult ward, there can be emergency occasions when it is necessary.

In these cases it's essential to have access to a nominated ward that meets the high standards needed to

accommodate young people aged between 14 and 17.

Following an assessment by a panel including Peter Walsh, Director of Nursing and Paul Byrne, Lead Nurse for Safeguarding Children, Ganges Ward was awarded with certification to show that it successfully met these standards.

Ward staff have also received additional resources, support and training in order to respond to the care needs of young people who have been admitted into an adult ward setting.

Children under 14 must still only be admitted to specialist children's services.



It's essential to have access to a nominated ward that meets the high standards needed to accommodate young people.

Mirembe

staff visit CNWL

We were delighted to welcome six members of staff from Mirembe Hospital in September, who visited CNWL to learn more about the work of the Trust.

A full programme of events was planned for the visitors, who met with our board of directors and visited a number of sites, including our drug and alcohol rehabilitation services, the Wharfside Clinic to learn about HIV and Psychiatry and the forensic service at Park Royal.

Visits also included observing Occupational Health groups, an introduction to motivational interviewing and other psychological therapies and seeing how infection control is managed across our services.

The visit provided important access to a number of our training and development courses. The staff had two and a half days training in managing aggressive behaviour, IT training to improve PC, email and internet skills, and a half day workshop introducing organisational change management.



An update on our international health link with Mirembe Hospital in Tanzania

Dr Erasmus Mndeme, Psychiatrist from Mirembe, came to London before the visit on a different training placement, where he was able to meet with the project team and helped to plan the visit.

For more information on the Tanzania Project Link visit Trustnet under Trustwide Initiatives.

GRAB A BIKE!

Boris' bikes are good news for staff

Transport for London's cycle hire project, (aka Boris' Bikes) was launched this summer to great acclaim. They might not look the best and be a bit bulky, but they are fantastic for staff travelling within the cycle zone, as journeys under 30 minutes are free!

In real terms this means you could cycle for free on these routes:

- Trust Headquarters to The Gordon (Approx. 25 mins)
- St Mary's to Soho Centre for Health (Approx. 16 mins)
- St Charles to Latimer House (Approx. 26 mins)

With 5,000 bikes and 315 docking stations now available in central London, the cycles will really come into their own during strikes or line closures. Dr Paul Whelan, Consultant in Psychiatry of Old Age at the North Westminster Community Mental Health Team, experienced this first hand when the Hammersmith and City line was down in July.

The bikes could be particularly useful for community staff, especially in Kensington & Chelsea and Westminster, where there are lots of docking stations.

For more information on routes, prices and membership visit www.tfl.gov.uk/barclayscyclehire

Challenge JADE

Your chance to win £200

JADE, our new electronic records system, offers a huge and largely untapped potential to use information for clinical audits and research.

As an incentive to get staff to harness this potential, an annual prize of £200 will be awarded to the team or individual that develops the best clinical audit or research project using JADE.

All clinical audits, large or small, completed during 2010 can be entered for the prize and will be judged based on the following criteria:

1. Creative use of JADE as a clinical audit tool
2. Impact on quality of service
3. Adherence to best practice in clinical audit, including completing the audit cycle

Projects will be judged by Dr Alex Lewis, Medical Director, Dr Ben Lucas, Consultant Lead for Clinical Systems and Tony Hansom, from Ascribe. The challenge winner will be announced in January 2011.

Projects must be submitted electronically as either a word document or Powerpoint by 31 December 2010. For more information contact Rachel Huck on rachel.huck@nhs.net

Small changes BIG Results

Frays and Colne wards are already seeing results from the The Productive Mental Health Ward project

The Productive Mental Health Ward project currently being piloted on Frays and Colne wards at the Riverside Centre, is already producing very encouraging results.

By improving efficiency, the project has resulted in staff increasing their direct care time with service users from 39% to 60%.

Staff from both wards have now completed two foundation modules from the project, Knowing How We are Doing (KHWD) and Well Organised Ward (WOW), and are currently working towards completing Patients Status at a Glance (PSAG).

The WOW module has helped Colne ward transform its utility rooms beyond recognition, and allowed it to save £735 simply by returning overstock medication to Hillingdon Pharmacy.

Although the project is still only beginning, there has been a remarkable shift in attitude on the wards, with staff increasingly taking ownership for improving quality of care and efficiency.

For more information on the Productive Mental Health Ward initiative contact Kathy Swanzy-Asante on 020 3214 5768 or visit www.institute.nhs.uk



Over the past year we have worked hard to make our acute inpatient sites not only cleaner and safer, but also more welcoming and peaceful.

Significant funding has been allocated for these refurbishment projects and we are happy to present the following updates.



The new therapy rooms are far more inviting and have led to increased attendance at occupational therapy sessions. The feedback from patients has been overwhelmingly positive and the rooms are a pleasure to work in.

Silvia Thompson, Activity Coordinator



**THE NEW WARDS AT
NORTHWICK PARK HOSPITAL**

A NICER PLACE TO BE

PARK ROYAL

Park Royal's three adult wards recently had a makeover to improve privacy and dignity for patients. Work started on the women-only areas in Pine, Pond and Shore wards in March 2009, where single bedrooms were installed with, where possible, en-suite bathrooms. Improvements were also made to the women's bathrooms, toilets, dayrooms and lounge areas, and a tranquillity garden was planted.

Since the builders left in May, service users have enjoyed bright and welcoming rooms, with a renewed sense of space and light.

GORDON HOSPITAL

A party was held on the 7th June to celebrate the completion of the reception redecoration project on Vincent, Ebury and Belgrave - the three open adult wards at The Gordon Hospital in Westminster. The reception areas on each of the wards now enjoy clear signage and welcoming décor for service users and their visitors.

The ward bedrooms and communal areas have also been redecorated and refurnished, while the new female-only areas offer privacy and quiet spaces.

Work has now begun to improve the toilets and disabled access on Vincent ward, while the installation of new bathrooms, toilets and shower rooms for all wards at the Gordon Hospital are planned to begin this summer.

NORTHWICK PARK

The second phase of the £5 million project aimed at refurbishing Northwick Park's acute ward facilities has been completed. Service users and staff moved back into Fernley ward in June and were delighted with their new accommodation.

The ward now offers a women-only area with bedrooms, lounge, and a beverage-bay all with direct access to the garden. The ward also has a new kitchen, dining room, and a table football set in the main corridor, which has proven to be extremely popular.

The refurbishment has had a profound impact on service users and staff, with 10 of the 14 service users saying that the new ward has actually made a difference to their mental health.

Art Psychotherapy

finds a home at Holloway

After years of uncertainty Art Psychotherapy is being given a more secure place in delivering healthcare to vulnerable women prisoners.

Ever since the first Art Psychotherapy Project was undertaken at HMP Holloway prison twenty years ago, the benefits it offered inmates was obvious. The women said it helped them to cope better, offering an outlet for their emotions and helping them understand themselves more.

However, this important work has regularly been threatened with closure due to a lack of funding, and on several occasions it only survived thanks to the hard work and charitable fundraising of the dedicated art therapists involved.

Now, however, the role of Art Psychotherapist at the prison has been recognised as a fixed contract NHS post, which could mean the years of uncertainty may be at an end.

Wiseworks open day

Wiseworks, our work centre in Harrow offering assessment, rehabilitation and training, and Family Action, a national charity providing support to families, opened their doors to the community on 27 May for a joint open day event launched by Councillor Asad Omar, Mayor of Harrow.

Over 100 service users, guests and staff enjoyed a concert by the Harrow Community Choir, followed by a tour of the centres.

During the visit guests were able to admire the wide range of activities available at both centres, including woodworking, gardening, computing, photography and ceramics.

“It’s fantastic that the significance of Art Psychotherapy has been properly recognised by the prison as a valuable resource in supporting vulnerable women explore and express their difficult emotions,” said Jessica Collier, currently the art therapist at HMP Holloway.

bb

It’s fantastic that the significance of Art Psychotherapy has been properly recognised by the prison as a valuable resource in supporting vulnerable women.

“Sometimes these women have been through experiences they simply cannot talk about. Access to art therapy can help them move forward in their thinking about their offences and take more control over their lives.”

So far this year, 15 women have engaged in individual, regular art therapy sessions at the prison, and over 60 women have accessed the weekly Open Art Psychotherapy session available on the Detox Unit. One woman described the session as “a quiet space amid all the chaos”.

To find out more email: jessica.collier@nhs.net

Celebrating summer

The Butterworth Centre, our older adult service in St. John’s Wood, hosted its annual Summer Party this July. The party was held in the Day Centre where guests were entertained by music, singing, and dancing. In tradition, the Lord Mayor of Westminster, Judith Warner, attended the party, along with staff and former staff, service users, relatives and friends.

Thank you for the Music



Staff at Northwick Park inpatient unit in Harrow would like to thank Harrow Rethink for the instruments they bought for its music therapy sessions.

The new instruments have helped to make the sessions more engaging for patients, as they can now make a wider range of interesting sounds with the help of Cressida (pictured), their Music Therapist.

The power of paint

Seacole’s latest art work has given service users and staff a renewed sense of pride

A creative project on Seacole ward, our older adult ward at Park Royal, encouraged patients and staff to pool their artistic talents and create a fantastic piece of art.

The finished project was a Beryl Cook picture, which was unveiled at an event attended by Claire Murdoch, Chief Executive. She was invited to paint the final section of the painting, a challenge she accepted with great pleasure.

bb

I know that the ward is extremely busy, so to achieve such an ambiance of wellbeing and warmth is a really wonderful achievement.



CLAIRE HELPS COMPLETE THE FINAL SECTION OF THE PAINTING

The project taught the participants not only about various art techniques, but also about the rewards of achieving a goal as a group. It was particularly important for older, often isolated, adult patients to be given a chance to work with others and enjoy some social interaction.

The whole project has given the ward a renewed sense of pride, and patients have all said how happy they are about their contribution.

Importance of faith

A Networking Event reveals the importance of faith and spiritual care

The growing importance of faith and spiritual care within mental health services was at the heart of a networking evening held for local faith communities, by Harrow mental health services at The Bridge in July.

The event offered a unique opportunity to discuss what kind of faith and spiritual care would be appropriate to offer inpatients at Northwick Park, and how faith leaders might contribute to the planned Faith Visitors' programme. This programme is part of a wider scheme aimed at integrating faith and spiritual care into the service provided at Northwick Park.

Carol Harrison-Read, whose community team hosted the event in partnership with Mind, said she was encouraged by the strong turnout and hoped that this was the beginning of a lasting and cooperative relationship between faith leaders and mental health services in Harrow.

Her introduction was followed by a series of talks, including Dr Adil Al-Mousawi's keynote speech, where he drew upon research data that showed the beneficial impact of religion on health, and the positive link between membership of a religious organisation and mental wellbeing.

He remarked on the fact that increasing numbers of psychiatrists were taking into account their patients' religious beliefs and needs, and highlighted the fact that the fastest growing special interest group at the Royal College of Psychiatrists was spirituality and psychiatry.



The challenge is to develop staff skills in assessing and meeting patients' faith and spiritual needs.

Sue Vahid, the Trust's Faith and Spiritual Support Coordinator, outlined CNWL's inclusive approach. "The challenge is to develop staff skills in assessing and meeting patients' faith and spiritual needs within an essentially secular ethos, while working in partnership with Faith Volunteers," she said.

Josie Hinton, who represents Mind in Harrow, described Mind's work with faith communities in raising awareness of mental health issues, combating social stigma, and publicising the support available to individuals and their families.

A lively discussion followed, where visitors were encouraged to discuss what they would like to see in the training programme currently being devised for Faith Volunteers.

Peoplenews

Teaching Excellence Award for Dr Fehler

Congratulations to Dr Jeffrey Fehler, Consultant Psychiatrist for our addictions service in Hillingdon, who has been selected for an Imperial College Teaching Excellence Award this year.

"The Trust is blessed with an enthusiastic, committed and innovative group of educators," said James Warner, Director of Medical Education. "Dr Fehler has played an important role in

introducing psychiatry teaching to Hillingdon Hospital and stands out among this group as an example of a great educator. He is a dynamic teacher and consistently manages to stimulate interest and enthusiasm amongst students about psychiatry in general and his area of expertise."

Dr Fehler will be presented with a certificate at a ceremony at the Imperial College Faculty of Medicine on 10 November 2010.



The beautiful Game

The Riverside Rangers Football Tournament scores another winner

World Cup fever hit Hillingdon in June when the annual Riverside Rangers Football Club Tournament was held at Brunel Sports Park in Uxbridge.

The event included service user teams from all over London, including The Bridge FC, from Harrow.

The final set West London FC against the Maroons FC from Elephant and Castle. Unluckily for CNWL it was ultimately a West London FC victory.

Trophies and raffle prizes were given out at the end of the day, and all funds raised from the event went towards a night out for the Riverside Rangers football team. Although the team did not win the tournament, it did come top of the London PMA League Division One, and second in the Pan London Disability League, which is run by Middlesex County Football Association. They were also awarded Charter Standard Club Status by Middlesex County FA.

The team hope to be promoted to the Championship Division in the PMA League next season.

Along with football colleagues from across the Trust, the Rangers will be organising a football tournament as part of the Time to Change campaign for World Mental Health Day.



If you know any service users who would like to play for Hillingdon's Riverside Rangers Football team, please contact Hannah Pell on 01895 279826 or Nick Gore on 01895 279605. There are also opportunities for service users to achieve Coaching and Refereeing qualifications. For more information visit www.riversiderangers.co.uk



Remember the Person

A tea party recently held in support of dementia awareness raised over £150 for the Alzheimer's Society. Organised by the team at Bentley House, our Older Adults day service in Brent, the event included prize raffles and an auction for a delicious coffee and walnut cake baked by one of the service users.

Park Royal hosts visit from Malaysia team

A mental health team from Malaysia has visited Park Royal to gain work experience and learn about how mental health services are managed in the UK.

The delegates - a psychiatrist, an occupational therapist and a nursing assistant - visited the wards from 5 to 30 July.

If you have any questions about their visit, please contact Gurmit Dhillon, Deputy Head of Therapy, at jattmc@nhs.net



Singers visit Northwick Park

A talented band of singers from Wealdstone Methodist church visited Northwick Park this summer to provide free concerts for patients. Well done and thank you to Sylvia Thompson, Activity Coordinator, who organised all the events.

IMPS makes the grade

The first Service User Evaluation reveals a lot of praise, and a little room for improvement

Service users and their families were invited to give feedback about the Intermediate Mental Health and Physical Care Team (IMPs), based at St Charles, during its first Service User Evaluation Event held earlier this year.

The team received some excellent testimonials about how the service is having a positive impact on people's lives, as well as some constructive criticism.

For more information on the evaluation please contact Chris Drinkall on cdrinkall@nhs.net

Key areas for improvement included the following:

1

The provision of clearer and more concise information, printed in plain English, for both service users and carers. This extended to the information available on the CNWL public website.

2

The establishment of a support network for all service users and carers using the Older Adult services in Westminster. This would allow people to share experiences and get new ideas about the treatments and equipment that have helped others.

3

A commitment to try and organise events and support meetings after working hours whenever possible, in order to ensure that as many people as possible are able to attend.

We make the Nursing Times Awards shortlist twice!

Congratulations to Seraphim Patel, Clinical Audit Facilitator, and the Young Onset Dementia Team, based at St Charles, who have both recently been announced as finalists in the mental health category for the Nursing Times Awards 2010.

Sean Mooney and Caroline Walker from the Young Onset Dementia Team, and Seraphim, will now be required to present their projects to the Nursing Times judging panel.

We wish both finalists the best of luck for the awards ceremony in November. For more information on all the finalists visit www.ntawards.co.uk

New Chair of FTN

Claire Murdoch, our Chief Executive, has been named the new chair of the Foundation Trust Network Mental Health Group.



I am committed to the Foundation Trust model of NHS provision as it provides the most liberating, creative and businesslike way of thinking about, and delivering, high quality affordable services.

she said, as she began her two year term on 7 June. Claire takes on this appointment following 27 years working in the NHS.

The real cost of supervised opiate consumption



Hillingdon participates in pioneering national drugs research

Over 100,000 opiate dependent patients in the UK are currently treated with methadone or buprenorphine.

In an attempt to examine the therapeutic benefits and cost implications of supervised consumption amongst patients treated with opiate substitutes, Hillingdon Drug and Alcohol Services (HDAS) recently participated in a multi-centre randomised controlled trial (RCT).

Supervised consumption of opiate medication usually takes place at community pharmacies, and clinical guidelines for drug dependence have promoted supervised consumption as the best guarantee that medication is being taken as directed.

However, there is also the view that supervised consumption interferes with patients' lives by imposing a need to attend a pharmacy or drug centre daily. Consequently some patients disengage from drug treatment early or do not commit to it at all. There are also important cost implications as supervised consumption fees are payable in addition to pharmacy dispensing fees.

Until now there has been very little data on the subject, as no RCTs examining supervised consumption have ever been conducted in the UK.

The trial (known as 'Super C') was developed by Dr Richard Holland and Dr Christos Kouimtsidis, a research team based in Hertfordshire and University of East Anglia. It aims to determine whether

supervised consumption impacts on patient retention in treatment. An economic evaluation and qualitative analysis (using in-depth interviews with patients) is also being undertaken.

Jessica Nagar, Clinical Studies Officer from the North London Hub of the Mental Health Research Network said that she was delighted that HDAS was contributing to the trial. She added that 60 service users from HDAS had so far been involved in the research - which represented the largest number of participants from any one service. Jessica also commended HDAS staff for enthusiastically supporting this endeavour.

60 service users from HDAS have been involved in the research

This is not the first time that HDAS and Imperial College have collaborated on research projects. The National Study Of Care Co-Ordination In Drug Treatment Services (NATSOCC) was a Department of Health funded study conducted during 2006/7 to examine the implementation of care co-ordination within drug treatment services, and to describe models of case management and variations in practice across services. HDAS was one of eight pilot sites recruited for the second phase of the study that involved detailed analysis of care co-ordination practice.



Have you considered working as a Mental Health Professional through Voluntary Services Overseas (VSO)? **Anne Gibson**, who previously worked at Workshop and Company in Westminster, tells us about her experiences working in Sri Lanka.

Volunteer opportunities

in Sri Lanka

Ten years ago I worked as a volunteer in Sri Lanka for two years, developing a rehabilitation service in a mental health clinic. I then returned to England where I took on the role of manager of Workshop and Company in Westminster.

I feel those two years as a volunteer gave me a new perspective on mental health services, and the experience allowed me to acquire skills in development, reflective practice and managing change, as well as experiencing first hand all the nuances of living in another culture. It is certainly not just about the food!

At the time, I thought that it was a once in a lifetime experience, but now I find myself out in Sri Lanka again working with VSO at The National Institute for Mental Health (Angoda) in Colombo.

I have passed retirement age in the UK, but here in Sri Lanka I have a new lease of life as the 'Advisor to the Occupational Therapy Service', facing the exciting challenge of managing change in this large asylum, built by the British in 1928.

The VSO programme in Sri Lanka urgently needs more mental health professionals. The service is trying to move away from the asylum-based medical model, and adopt a more community based approach.

The challenges faced here are in some ways similar to those we face in the UK. The mental health services are under funded and need to improve consumer advocacy to fight overwhelming stigma.

The years of civil conflict and the Tsunami have taken such a toll on the mental health of the population, that trained professionals are needed more than ever.

Although being a member of a medical profession carries huge status in the local culture, most people do not choose to go into mental health. Much of my work and that of other VSO volunteers is to encourage, train and motivate staff to respond to the needs of the service user.

A further challenge has been dealing with people's fears of getting it wrong. Losing face in an interdependent culture is a very serious matter, so finding ways of working with and around this sort of cultural divide is part of the challenge of the job.



I feel those two years as a volunteer gave me a new perspective on mental health services, and the experience allowed me to acquire skills in development.

I will be here for another year and a half. I have followed in the footsteps of therapists who came before me, and I hope that others will follow me. Sri Lanka is a beautiful island, and the people who live here are friendly and hospitable.

If you would like to try something different, please do consider volunteering. It will offer you a fantastic opportunity to work and live in a foreign country. VSO meets all your costs and if you are in the NHS pension scheme it will (at present) meet the costs of accruing service for up to two years.

To find out more about working abroad visit www.vso.org.uk/mentalhealth

Farewell Alan Waller

Alan Waller, Senior Buyer in the Procurement Department, has taken early retirement and leaves the Trust in July after 12 years of service.



"The work and expectations of the Procurement team have changed a great deal from the early days when we inputted ward supply data manually," he said. "I am proud that the Procurement team has always played an important part in ensuring the Trust is managed in an efficient way, making savings and always looking forward to new innovations."

Alan's work has brought him into contact with almost every department across the Trust, and he has become the font of all knowledge as regards purchasing and supplies. Alan says he will miss his team, which has always been at the heart of the Trust's social life.

He is moving to the Greek island of Skiathos in August, and we wish him all the best in this new adventure.

Marilyn receives volunteer award

Marilyn Chambers, a volunteer at the Riverside Centre, Hillingdon,

was recently awarded a certificate at an award ceremony hosted by the Hillingdon Association of Voluntary Services (HAVS) in recognition of her commitment to volunteering.

The certificate was presented to her by the Mayor of Hillingdon who was very impressed by her work in the occupational therapy department's internet café.

Marilyn was delighted with the award, and stressed that her commitment to volunteering came in part because volunteers were such an important part of her own recovery.

Patrick Coyne, Nurse Consultant for dual diagnosis, has just completed his professional doctoral programme with Middlesex University.

Patrick's thesis focuses on the development of a unique research evidence base for job rotation. Throughout his studies, Patrick has worked with a large number of partners in CNWL, West London Mental Health Trust, Ealing PCT, Middlesex University Work Based Learning Unit, Edinburgh University, New York University, Royal College of Nursing, Workforce Confederation, Department of Health, TINN, ANSA, IntNSA and others.

He is particularly grateful to the 81 nurses who joined the job rotation schemes and the

research projects, as well as their managers and supervisors. As part of his research, Patrick has produced an evidence based model for the use of job rotation in general business organisations, as well as public sector organisations. The research work has already been cited in government policy documents, in the Kings Fund policy as well as in a Prison workforce development document.

For access to some of the key research products please visit www.nurserotation.com

The final model will be on the site in December 2010. If anyone is interested in job rotation, relapse prevention, organisational consultancy or the use of participatory action research, please contact Patrick via the website.



Phd for Patrick

Hidden Gems

May

Dimple Vyas

Receptionist
West End Community
Mental Health Team



Dimple is warm and welcoming to staff and service users alike. She is the first point of contact for service users and visitors to the West End CMHT, who often comment on her kind nature and professionalism, even under trying circumstances.



June

Jacent Tracey

Complaints Manager
Trust Headquarters

Jacent's role means she is often dealing with irate, persistent, sometimes unwell people. During these discussions, Jacent is impeccably polite, clear, thoughtful, empathic, informative, firm and a paragon of patience. She always addresses the person in a respectful way and takes care to reflect back what has been said to her, so that the person at the other end knows they have been understood.

Have you uncovered a hidden gem?

We love hearing about staff who have gone the extra mile in their role. If you would like to nominate a colleague simply complete a nomination form or email hiddengems.cnwl@nhs.net



Caring for Jewish Patients

Joseph Spitzer

This book provides an insight into how Jewish faith, belief and practice may need to be taken into account in the context of healthcare.

When referring to psychiatric illness, the author explains that in the ultra-orthodox community there is considerable opposition to 'talking therapy', which is regarded to involve techniques that are contrary to their beliefs. In general, orthodox Jews believe mental health issues should be discussed with a Rabbi. He also makes the point that many orthodox Jewish patients who have led

quite isolated lifestyles, and who may not have mixed socially with non-Jews, might find the environment of in-patient psychiatric hospitals very alien and intimidating. He also considers the considerable stigma that mental health issues carry in strictly orthodox circles, and how this can lead sufferers and their families to go to great lengths to hide any kind of mental illness.

The book uses a great deal of case studies and there is also a useful glossary of Jewish terms. It is easy to read and interesting for anyone seeking an appreciation of Jewish belief and practice in a healthcare context.

[Read the review on Trustnet.](#)



Easy to read, this book will be of value for anyone seeking an appreciation of Jewish belief and practice in a healthcare context.

[Inclusion News](#)

Listen again...

Annette Dale-Perera, Strategic Director of our Addictions and Offender Care Directorate, was recently interviewed for 'The Report' a topical investigation programme on Radio 4.

Annette took part in a discussion about the use of methadone to treat drug addiction. The discussion comes as the government announces the abolition of the National Treatment Agency (NTA).

BBC
RADIO



The programme was aired on Thursday 5 August at 8pm. To listen to the programme again and hear Annette's views on the topic visit www.bbc.co.uk/radio4



FIVE MINUTES WITH KAY ROBERTSON

ROLE Employment Specialist and Staff Governor

LOCATION Vocational Services, Latimer House

About your role as a staff governor

What does being a governor mean?

Governors have several functions; they approve the appointment of the chief executive, the chair and the non-executive directors. They also have input on the way the Trust is run by consulting on service developments, questioning decisions and representing their constituents.

Who do you represent?

I represent the 'other staff' group. This is the non-clinical staff members in the Trust such as the administrative staff, HR, Finance, Estates etc.

Why did you choose to become a governor?

I like to feel part of any organisation I work for. It's important that the Trust's values fit with my own and I also value transparency. That's why becoming a governor excited me. I feel that governors can play an important role in the performance and ethics of the Trust.



How did you get elected and how long are you elected for?

I put myself up for nomination and then shamelessly canvassed for votes! I've been elected for three years.

What have you accomplished so far as a governor?

It's a bit too early to say but I have recently joined the subgroup for Recovery and Social Inclusion. This is an area I am passionate about and so I hope to make a positive contribution here.

If there is anything that you would like Kay to raise at the next Council of Members meeting in December, please email her at kay.robertson@nhs.net

Great news for CNWL and Kay

Kay was recently awarded with the Outstanding Practice Award (mental health category) by the British Association for Supported Employment.

Kay received the award for her role within the Employment Specialist team, where she supports service users who are applying for existing posts in the Trust, as well as supporting people who wish to re-train, return to work, increase confidence or gain valuable references.

Lynne Miller, Head of Vocational Services said: "When Kay joined the team in October 2008 she quickly established herself as someone who is passionate and committed to supported employment. We frequently hear from people who have worked with her how efficient and proactive she is in making the programme work for service users, and how easy it is to work with her. Kay has played a pivotal role in enabling the programme to become more innovative during her time in the Trust, such as encouraging Trust staff to employ people who are on work placements rather than using agency staff."

A year of **innovation**

Our Annual General Meeting (AGM) was held on Wednesday 15 September at the Royal College of Obstetricians and Gynaecologists in Regent's Park with the theme 'Innovation in Service Provision'. The annual event tied in with our Council of Members' meeting and was a chance to reflect on the work of the Trust over the past year.

There were presentations at the event showing how the Trust has used innovation to improve services. The Trust's annual report and accounts 2009/10 were also presented at the meeting.

To view a copy of this year's annual report and accounts visit www.cnwl.nhs.uk/annual_report.html

Roundup

New welcome packs for Care Programme Approach (CPA)

'My Care Plan' folders were recently sent out to all Adults and Older Adults Services sites. The folders are designed for all service users on CPA and those on Lead Professional Care as well as inpatients and service users in the community.

Each folder comes complete with a leaflet explaining CPA and Care Planning, a leaflet about CPA and Recovery and a copy of the CNWL Crisis Card.

To order more folders for your site please email communications.cnwl@nhs.net
