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Strategic priority supported: *Early and effective intervention.*
Cultural pillar Supported: *We are connected.*

Title: Chief Executive's Report

Executive Summary

This report provides updates on a number of key meetings with staff and external stakeholders and information on key national developments. In addition, this report provides news of internal events and media interest.

Recommendations to the Board

The Board of Directors is requested to:

- **RECEIVE** and **ACCEPT** the contents of this report.

Risk Implications

The paper covers developments in areas already identified within the risk register.

Finance Implications

There are no specific financial implications identified by this report.

Equality and Diversity Impact / Single Equalities Impact Assessment

N/A

CHIEF EXECUTIVE'S REPORT

GENERAL UPDATE

Grenfell Tower disaster and Fire Safety

The Trust's buildings have undergone fire safety testing and it has been confirmed that none of them has the type of flammable cladding that was used on Grenfell Tower. Our procedures are all up-to-date and fire drills have been carried out across the Trust.

Through our Community Mental Health division the Trust is part of a London-wide response network to major incidents that pre-dates the Grenfell Tower fire, and responded to the Borough Market and Finsbury Mosque attacks. However, our assistance has not been needed at Grenfell Tower. In relation to the Chalcots Estate tower-block evacuation in Camden, we responded with five staff a day for the first two weeks. This was mostly Recovery & Rehabilitation and SAMH staff as this appeared to be where there was most need.

Mental Health green paper

The Queen's speech on 21 June indicated the government's intention to reform the Mental Health Act. It also stated that there would be a green paper on children and young people's mental health services, as part of a policy to make mental health a priority. Any recommendations on transition arrangements will be of particular interest to the Trust.

Health Overview and Scrutiny Committees

Caroline Harris-Birtles, Karen Reynolds and David Barry attended Islington Health Overview and Scrutiny Committee (HOSC) and Vincent Kirchner and Andy Rogers attended Camden HOSC in July. This was an opportunity to discuss with both HOSCs progress towards our forthcoming comprehensive CQC inspection and update them on the progress of the St Pancras programme. Waiting lists were of particular interest to Islington HOSC. A meeting dedicated to discussing the STP re-development has been agreed for September.

The Trust also took a paper to Camden HOSC outlining progress on work done in response to Mental Health Scrutiny Panel recommendations and jointly with Camden Borough Council a paper in response to a Healthwatch Camden report into the closure of Highgate Day Centre. In this paper, whilst we noted that given financial challenges facing Local Authorities and the NHS, we acknowledged Healthwatch findings that we had lessons to learn in respect improving patient engagement and experience through change processes.

Raglan and Netherwood Day Centres

Following a public consultation, Camden Council's Health Overview and Scrutiny Committee approved proposals on 11 July 2017 to close Raglan Day Centre in Kentish Town and Netherwood Day Centre in Kilburn which we both manage and staff. The decision is part of the council's wider strategy to redevelop day care facilities across the borough. It will mean service users with dementia being relocated to the Kingsgate Resource Centre in Kilburn.

We will be working closely with the council to ensure a seamless transition to the new service for people with dementia and their carers. In particular, we will be supporting council plans to involve them in the development of new space at Kingsgate to ensure that it is suitable for them.

A separate, but equal, priority will be to support our Raglan and Netherwood staff teams. Whilst our staff will transfer to Kingsgate under TUPE regulations, we are meeting regularly with the council to ensure plans are in place for both centres to continue to run smoothly during this transition period.

INTERNAL EVENTS

Site redevelopment

Following on from the Board of Directors' extraordinary meeting in June, the Outline Business Case (OBC) for our site redevelopment plans has now been submitted to NHS Improvement for their approval. It is expected that they will give a decision by September, following which, it is hoped, the Trust will be able to develop the Full Business Case for the project. Engagement plans are on-going, with input being sought from service users, staff, carers and local stakeholders. A joint meeting is being sought with both Camden and Islington health care scrutiny committees, to ensure they have ample opportunity for input and are fully engaged in the process. The next stakeholder meeting will be held on 1 August. Separately, Moorfields' Chief Executive, David Probert, and I held a positive meeting with Holborn and St Pancras MP, Sir Keir Starmer, to update him on the latest timeline around our proposals. It included a discussion around Moorfields' plans to purchase some of the St Pancras site for their new hospital.

Preparation for CQC inspection

The Trust is in the process of preparing for our next CQC visit, which is expected to take place in December this year. Our last inspection was in February 2016 with an overall outcome of "requires improvement". A great deal of hard work has been and is being done, to make sure that improvements are made and maintained, particularly in those areas that were previously rated as "inadequate". A Programme Board is in place to oversee the preparation and inspection process and I am looking forward to the opportunity to demonstrate the progress we have made as a Trust since the last visit.

There was a CQC Mental Health Act commissioners' visit to Garnet ward in June 2017. The formal written feedback is expected within the next week or two. The initial feedback was that the ward was clean and decorated to a good standard. Observation panels couldn't be controlled from the inside but the Commissioner was pleased that they were all in the shut position. They noted a marked improvement in capacity and consent and section 132 provision. Care plans were felt to be somewhat generic, with more detail on service user and carer input required. Overall it was a positive visit and I would like to congratulate the staff on Garnet ward for the progress they have made.

MEDIA PROFILE

There was coverage in the Ham&High newspaper on 13 July 2017 of NHS England's independent investigation into a homicide involving one of the Trust's service users. The paper reported that the review found that the death of Tamara Holboll at the hands of her son, a Trust service user for more than 20 years, could have been avoided, had a bed been found for him. The newspaper reported that NHS England's review had made 12 recommendations, including that the Trust should improve its risk assessments and bed management system. The paper carried part of our statement, saying improvements had been made and that we fully accepted the findings.

Another critical story about the Trust appeared the same day in the Camden New Journal which reported on Camden Healthwatch's review into how changes to services at Highgate Day Centre were handled by both the Trust and the Council. The Healthwatch review included audio diaries by nine former day centre users and stated that 'there were suicide attempts by at least three' individuals following changes to the way the day centre was run. The piece included an excerpt from our joint response with the council to Healthwatch in which we apologised and promised to learn from the feedback.

A positive piece appeared in the Camden New Journal on 13 July 2017 about Dr Dominic O'Ryan, one of our clinical psychologists, who has contributed artwork to an exhibition at St Pancras Hospital due to open on 20 July. The display will feature artwork both from self-taught and professional artists, all on the theme 'The Art of Caring'.

The Ham&High carried a piece about our community choir – financed by the Trust's Governor Improvement Fund - performing as guests of NHS Providers – see *under Council of Governors for more*.



The newspaper also carried a very positive piece about a separate event we held at Highgate Mental Health Centre to show our gratitude to all our volunteers. I thanked them on behalf of the Trust for their commitment and hard work during a special tea-party to mark their contribution.

We have proactively increased our Twitter followers to more than 1,300 (from 800 a year ago). with particular external interest this month in our Star of the Year Awards event and our psychologists' involvement in the London-wide Problem Solving Booths initiative.

COUNCIL OF GOVERNORS

It is with sadness that I have to report that Melanie Dunn, who was a member of our Council of Governors, has passed away. She was very much liked and made some invaluable contributions to the Trust, in order to promote the well-being of our service users. My thoughts and condolences are with her family and loved ones.

London Borough of Islington Councillor Asima Shaikh has resigned from the Council of Governors and will be replaced by Councillor Nurullah Turan. Following on from the nominations period, we have had a great deal of interest from members wanting to stand for election as Governors to fill the three vacancies on the Council. Ballots are now open for both staff and service user constituencies, with results expected on 31 July 2017.

There have been no planned meetings of the full Council of Governors since my last report. However, the Governors' Membership and St Pancras Development working groups both had successful meetings in June 2017.



A programme of activity devised by our Trust Governors to improve the lives of service users was selected as one of just eight national examples of best practice for NHS Providers' Governor Focus Conference in London on 4 May 2017. Several Governors staffed a special stand and at this national conference, representing the views of our service users and local communities, and exchanged ideas as to how Governors could

enhance the lives of service users.

As a result of this conference, the C&I Community Choir, one of the schemes funded by the Governors' Service User Improvement Fund, were the guests of honour of NHS Providers when they hosted an event at their London HQ to mark National Volunteers' Week in June 2017.

STAFF APPOINTMENTS AND CHANGES

I am pleased to report that Caroline Harris-Birtles took up the post of Director of Nursing & Quality substantively, on 26 May 2017, following on consecutively from an interim period in post.

SERVICE VISITS

- Intensive Support & Enablement Team
- Pearl and Garnet Ward (SAMHS wards at HMHC)
- Malachite and Sapphire wards (Rehabilitation wards)

CEO STAKEHOLDER MEETINGS

- C&I and London Borough of Camden Partnership meeting
- North London Leadership meeting
- Islington & Haringey Wellbeing Programme Board
- NHS Provider Chair & CEO Meeting

USE OF TRUST SEAL

There has been no use of the Trust Seal since the last meeting of the Board of Directors.