

Corbyn scores for Mental Health

Labour leader and Islington North MP Jeremy Corbyn caused quite a stir when he came to open C&I's Mental Health Awareness Fun Day.

Mr Corbyn who has served his constituency for more than 30 years has been a long-standing supporter of mental health and the work of the Trust.



I'm a local MP and support the work of C&I and all the groups that come together to build that community around mental health.

"An open day like this, in this wonderful park, shows that people can come together, share experiences, be proud of what everyone within the service does, their day-to-day work. As a local MP I thank you, applaud all the work of the staff within the mental health Trust because I see the benefits of it on the ground."

His visit came the day after he was announced the new Leader of the Labour Party. Despite being one of the busiest men in politics Mr Corbyn made his first constituency visit count and put mental health and the quality of work that C&I does on the national agenda.

He said: "As a society we have to recognise that one in four of us during our lifetime will suffer a degree of depression. Some of it will be very severe, some of it will be less so. Many of us will become sufferers of Alzheimer's or other forms of dementia. We all have family or friends who are going through periods of stress.

"And now this can be dealt with, it can be supported, it can be treated. It can be treated by various therapies, talking therapies, as well as drug therapies. In some cases people need to go into hospital to be cared for and supported. But we have to do two things – recognise that mental health is an intrinsic part of our national health service... it's intrinsic, central and absolutely the main part of it for many people and their lives.

"Stop the jokes, stop the cheap jibes, stop the unpleasant language to describe people who are going through a crisis in their lives and recognise that we could all be in that place." **Continued on page 3** ▶



Labour's new leader: Showing his support for the work of C&I in the community



Hands up who had a wonderful day?



Bollywood comes to North London at our fun day

Recovery College celebrates first anniversary



We've had brilliant stories to tell about the individual achievements of our service users. Many of them have developed further education plans which have enabled them to move into further education, voluntary work and employment.

– Leisha Fullick, Chair of C&I

This September the Recovery College celebrated its first anniversary. Over the course of the last year more than 400 students enrolled and the service now offers more than 22 free courses, with more in the pipeline to come.



Leisha Fullick

"It has been a year of great achievement – we have got the college running, we have students, tutors and a presence in the community. The college is very dear to my heart. My own background is in education and I believe it is through learning that all of us, whatever our circumstances, can take control of our lives", Leisha added.

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CEO Wendy Wallace

Message from the Chief Executive

As you may have heard, I am stepping down next spring as I plan to spend some more time with my husband.

He retired last year and it has always been our plan that I retire one to two years later than him. He has been gently badgering me to step down so we can do more things together.

I have thoroughly enjoyed my time at C&I after joining the Trust as a Director in 2002, before becoming Chief Executive in 2005. I have had the pleasure of working with so many outstanding clinical and managerial colleagues. I will certainly miss so many valued members of staff, service users and friends, but will not be leaving until the spring of 2016 and will certainly not be slowing down.

We have a CQC visit in February and we shall be focusing our energies on preparing the organisation for this. Following their visit to the Trust in May 2014, the inspectors had many positive findings and concluded that in terms of our services "we had much to be proud of". However, there were also important improvements to be made. We put together an action plan in the autumn which was approved by the CQC. We have been working strenuously with our partners to make these improvements that will be much appreciated by our service users, and will also meet the high standards required by the inspectors.

In addition, our ambition is to lead a digital revolution to provide better overall patient care to thousands of people with mental health conditions. Recently, we launched a new electronic patient records system called Carenotes, which means we can move this vision closer to reality. Our successful 'go live' is not only a great achievement for the technical teams but also for all our staff who have committed to training in the new Carenotes system. User confidence is one of the keys to a successful transition and we are clearly demonstrating this now.

When it comes to frontline staff, our nurses play a vital role in providing the compassionate care our service users need to make a successful recovery. We have been busy trying to fill our vacancies to ensure our wards are fully staffed. We're delighted to announce we have in fact over-recruited which means we are able to fill vacancies on shifts and have nurses in posts as they come up.

After 10 years at the helm of this tremendous organisation, I can say with confidence, I'm proud of the unwavering commitment of staff to improve the lives of our service users in what is a diverse and challenging area.

My Story...



Fight or flight

Jessica* had a lifelong phobia of butterflies but being a new mum she was very conscious of transferring this phobia to her two-year-old son.

"I'd put myself in dangerous situations before. I had run onto a road of traffic without any control because a butterfly had come near me and I'd never want to be in that kind of a position while I was holding my little boy's hand. I was also having panic attacks and dealing with stress at work too, so I self-referred to iCope. And, I have family who are based in the Philippines. So although the UK isn't scattered with butterflies there are large breeds in my home country and it used to really put me off going there."

iCope is a psychological therapies service, they provide talking therapies and work with a range of conditions including stress, worry, depression and insomnia.

Clinical Psychologist, Dr Lucy Oldfield, who worked closely with her, explained: "I met Jessica for a face-to-face assessment to get some more detail about the problem.

"Treatment for phobias, anxiety and panic is psychological, and ultimately it is about exposing the person to their fear in gradual steps but to tackle this you need an overarching understanding of their condition.

"There was a particular traumatic event in her history which she hadn't connected to why she had this phobia. It was an important factor in itself because she was feeling very ashamed of being afraid of butterflies and thought most people would think this was a silly fear and that it didn't make sense.

"Jessica was also having panic attacks when there were no butterflies around. On her way into work she would sometimes feel very nervous and think she needed to get off public transport. We realised this was all connected as fear of fear."

There were a number of stages to her treatment.

Jessica explained, "We created the behaviour that someone displays during a panic attack. For me, I would start breathing differently and we experimented with that. This was before we began to look at my phobia."

The first stage was to outline the most feared outcomes in a gradual order. For example, it was anything from saying the word 'butterfly' which was making Jessica feel sick and disgusted, to actually physically seeing the insect. The treatment involved confronting each item in the list head on as quickly as possible.

Jessica said: "In the early stages we began by drawing butterflies on paper, we'd cut them out, throw them in the air to simulate their flying which initially made me feel very anxious and panicky but became fun over just a few minutes. After that session I continued doing this at home. I played a game with my son, colouring in and drawing butterflies. I did feel like I was making progress.

Then we began looking at photos, still images, colour, black and white. I had control over the computer and was choosing the right image. I was looking at the screen long enough that the physical symptoms actually subsided and I learned that the panic was easing."

Exposure to these fears allows us to rationalise what is happening at the emotional, 'felt' level, so it is powerful to learn that anxiety always drops if we stay in the situation for long enough.

Lucy explained: "The session was going well, but at the end a picture jumped out. It was a huge butterfly which looked as if it was on somebody's face. This was the first time I witnessed the peak of Jessica's anxiety. She sprang off her chair, onto the other side of the room, cowering, clearly very distressed. She was very embarrassed about it but it was useful for me to see,

because if we were outside she may have run into a road - she didn't have any control over it. These kinds of reactions are useful for me to use as a learning tool."

Jessica went away and decided to look at more pictures on the internet, then she started to watch documentaries. Before the next step - seeing a real butterfly.

"I went to an exhibition at the Natural History Museum and looked at the cases of dead butterflies. I felt like I had learnt to manage my emotions."

But that wasn't the final step - the final step was to face her fear.

"We went to an exhibition where there were real butterflies. Initially, I was very calm but as we got tickets and walked towards it my panic increased. Before we walked in, there were some strips of plastic and I didn't want to go in but we spend a lot of time recapping what I had learnt.

"I knew that the worst thing for me would be coming so far and not being able to actually walk in and face my fear. We began by putting one hand through the gap, one foot and then we were inside. I did jump a few times but after a while I was walking around myself. Although I was feeling panic-stricken it was nowhere near how I felt before the treatment."



I went to an exhibition at the Natural History Museum and looked at the cases of dead butterflies. I felt like I had learnt to manage my emotions.

*Jessica is not her real name

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Jeremy Corbyn: Speaking out for mental health



Corbyn scores for Mental Health at the third C&I Open Day

Around 450 people attended our third Open Day, with people from the local community enjoying the free activities which included bouncy castles, rodeo bulls and live bands.

Michaela from nearby Somerstown said: "I came last year too, and thought it was brilliant that you [C&I] put this on for us. I have two kids and it can cost a bomb to take them out. Here it's costing us nothing and we are learning about what you do too. The stalls are really colourful and there's a lot going on with them."

The Open Day has seen numbers grow significantly as Leisha Fullick, Chair of C&I points out: "I was delighted to see so many people from the local community joining us this year and it was great to see parents and kids together enjoying the free activities and having such a good time. I think everyone learnt a lot too – lots of people were clearly enjoying talking to NHS staff and looking at the stands and displays which showcased the work we do. And I'd like to say a particular thank you to our many staff who came in on a Sunday to organise the event and to talk to visitors about the services we offer."

Staff came in to man more than 15 stands highlighting to visitors the sort of work carried out by the Trust.

Our Director of Nursing and People, Claire Johnston, said: "Our aim is to break down the stigma that exists around mental health. We want service users to be able to say they have a mental health problem and not be worried that others will treat them differently. We want the community to have a greater insight into mental health issues and to be understanding and not stigmatising of them. The more information people have, the greater the chance of breaking down those barriers."



Showing support: Our staff set up stalls to highlight the services we provide



C&I Open Day: Our third successful event

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Recovery College celebrates first anniversary



Recovery College: Keep calm and continue to learn

Logan, who has Borderline Personality Disorder, was initially sceptical about the courses at the Recovery College.



Logan

"My support worker recommended I enrol onto the Tree of Life course. I have to admit I wasn't sure about the course and how much it would actually help but I decided to give it a go anyway."

"Everyone was sitting around a big table and they gave us paper and colouring pens. At first I did think 'Oh God, what have I got myself into'. But, what an eye opener it was!

"Your tree starts with your roots. On my mum's side I have got black and Irish and on my dad's side I have black and English. Drawing an illustration of it makes it real. The trunk is where you're at now – what bits make up where you are. When you get to the branches you have fruit, blossoms and leaves and they represent different aspects of your life. The blossoms are the gifts you give and the fruits are who you're inspired by."

"The exercise helped me put aspects of my life into perspective so I can understand myself better. I didn't realise how much this would help but I do feel like it has made a real difference."

That wasn't the only course Logan did. She has struggled with making friends in the past and found the Building Better Relationships workshop helpful.

"I was quiet when I was growing up to avoid drawing attention to myself, so from a young age I kept my feelings to myself and I guess this has continued since then. I was finding it difficult to communicate with my siblings. And I don't have a lot of friends, I'm still slightly guarded. But the course helped teach me it is possible to still meet new people."

"There are so many people I enjoy talking to at the Recovery College and without realising it I have made friends here too! There is a really warm environment and the staff are so friendly every time I come here."

The Recovery College has become a great source of comfort for Logan instilling confidence in her. Having committed to being a speaker at the event, she has seen positive changes in her own behaviour.

"Today, I did a reading at the celebrations. Previously I would have felt anxious, felt I couldn't do it, and then I would back out. However, knowing staff at the Recovery College were relying on me, meant I needed to see it through."

Logan wants to continue her journey and hopes to eventually help others who have the same condition as herself.

"I want to become a psychotherapist and work with people who have borderline personality disorder because there aren't many people who specialise in that field."



A Richer Life through Learning

News in brief

New Electronic Patient Record

C&I changed our Electronic Patient Record (EPR) to a new system called Carenotes.

We keep and update patient records electronically and are able to make quicker, more informed and accurate clinical decisions due to improved data accessibility.

Wendy Wallace, Chief Executive, says: "Our ambition is to lead a digital revolution to provide better overall patient care to thousands of people with mental health conditions. We now move this vision closer to reality with our new system in place."

Raglan celebrates 40th anniversary

Raglan celebrated 40 years of helping people with dementia in the community in September.

Staff were joined by service users and carers who have been touched by the dementia day centre. Mayoress of Camden, Councillor Lorraine Revah, praised the work being done at Raglan. She said: "We all know dementia care is a real challenge across the country and we're very proud to be celebrating the fact that Raglan have been operating now for 40 years. The staff provide a stimulating environment for those who use the service. When I walked in here, I noticed the fantastic art displayed around the centre, and it's lovely to see all the talent and work that is being produced. Thank you for inviting me to this wonderful event."



iCope commended in national awards

Our iCope team was highly commended for Innovation in Mental Health and Primary Care in The National Positive Practice in Mental Health Awards 2015.

In the last year more than 21,000 people have been referred to the service which provides psychological treatments and therapies for people with conditions such as anxiety and depression.

One patient commented: "My therapist guaranteed a safe and trusting environment throughout our sessions. She diligently explored every available resource for my benefit."

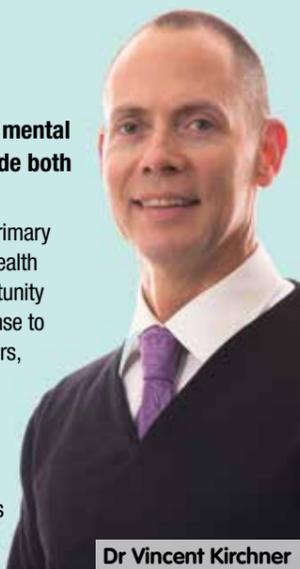


Shaping our clinical strategy

The Clinical Strategy is a transformational plan for the mental health services that we provide both now and in the future.

It focusses on working with primary care to provide effective mental health interventions at the earliest opportunity and has been developed in response to feedback from service users, carers, staff and partner organisations.

We are collating responses to our draft document and we would like to thank everyone who has taken the time to comment on this important work.



Dr Vincent Kirchner

Team player: Star of the Month Gillian Patterson receives her award from C&I CEO, Wendy Wallace



Stars of the month

Our Star of the Month award celebrates a member of staff or team who really put our values into action. Service users, carers and professionals can nominate a member of staff who has made a real difference to your life.

In the past few months we've been celebrating the great work of Gillian Paterson, Service Manager for the North Camden Drugs Service. Her nomination outlines what a team player she is and her positive 'can do' attitude. Gillian, who has worked for C&I for 10 years, said: "It made my day finding out I was the star of the month – I am very touched at the sentiment within the nomination. In the current climate with all the pressures we face, my team have a great attitude and try their hardest to ensure we can provide the best care for our service users."



Star: Caspar

Casper Myburgh who fronts C&I's induction training for new recruits was our next star of the month. His nomination read: "Casper provides the professional welcome that is so important because it reaches out to new staff and he uses his own experiences to show them how the Trust operates."

He was followed by Paul Chircop, a nurse (Clinical Specialist), who works with the Services for Ageing and Mental Health's (SAMH) Home Treatment Team. "He sat with me and explained how to build a rapport with our service users so that I am able to feel more confident when asking questions about delicate matters. This has made tremendous difference in my approach and self-belief", said one of his team mates.



Star: Paul

Our values in practice – Positive

In each edition of our newspaper we take a look at one of C&I's six values.



Staying Positive: The Islington primary care mental health team

The Islington Primary Care Mental Health Team works with eight GP practices across north and south of the borough. The team provides assessments and brief interventions to service users as well as consultations, support, information and advice to GPs and other primary care staff.

"We are based mainly in the GP practices, and we are often the first mental health service to meet and talk to a person about their mental wellbeing", said manager Susanna Hauru.

"Positivity is part of our everyday work with our service users, GPs and primary care partners. Our way of working offers flexibility and availability to our service users by working closer to their homes in the community.

"Our service users and GPs often comment positively on our prompt advice and communication. For GPs especially, teamwork with mental health professionals has been a very positive experience."

The team have been able to build bridges within the primary care, secondary care, community and voluntary sector in the past year.

The improved relationships have led to shared responsibility and true collaborative working.

"Having someone around once a week, minimum, is an asset as it means barriers to access information and treatment are down"
– GP feedback

Spotlight: **Bipolar**

Getting the balance right

At first Frank thought he was feeling down because of the pressures at work.

"Three or four years ago was the first time I experienced a sort of depressive episode. I used to be a youth worker in Bradford, West Yorkshire, and I was working with some difficult young people doing sports and exercises with them. I was new in doing the job and one of my colleagues had to take sick leave. I began feeling despondent because of the workload. I was preparing activities which the kids would throw back in my face and it was the first time I felt I was failing at something."

However, things began to pick up.

"I moved to Oxford with a new job, I got married and everything was great. But a year later, whilst everything was still supposed to be fantastic, I got another depressive episode. This time there was less rational reason for it - all the different areas of my life were going well.

"I kept feeling like a failure and like I was letting everyone down. I lost a lot of confidence and felt very anxious about the future."

This is when Frank decided to visit his GP and seek some advice. Although he was offered medication he wanted to get through it with a change of mind-set and eventually he thought he was OK again.

"Coming out of that depressive episode was the first time I think I had a manic episode and I was very, very high. At first I thought I was back to myself, I had that zest for life again and felt like things were really on the up. But a few people at work noticed I was a bit more erratic, a bit more hyper than normal and I wasn't paying as much attention to detail."

Around March last year Frank began to feel very low and for the first time began to experience suicidal thoughts.

"I started my own business doing personal training. It was good for the first six months or so but there were financial problems and again through the winter I was very down. It was the first time I felt suicidal. I live close to a bridge on the A1 and as I drove underneath it, I would think it would be easy to jump off. I used to think about that a lot. I managed to finally tell my wife about these thoughts and she advised me to speak to my GP again."

That summer Frank had a real wake-up call.

"I got another job in a school while I was doing my personal training work. Although I felt like everything was on the up, in hindsight I was very hyper, really chatty, very scatty and I lacked self-control in areas like spending. The head teacher called me into his office and I wound up getting fired. That's when I realised something wasn't right."

After doing some research, with the support of his wife, Frank went back to the GP and discussed the symptoms he was experiencing and in early October he was seen by a psychiatrist and diagnosed with bipolar affective disorder. Frank's psychiatrist then referred him to the Keeping the Balance Group which is run by C&I's Rehabilitation and Recovery Division (R&R).



Dr Marigold Hayes

Dr Marigold Hayes, Clinical Psychologist, explains: "The group is a treatment option for people who are experiencing bipolar disorder and we recruit for that actively from the different teams. It is a psycho-education based group and the aim is to help people to understand better their diagnosis and be able to find ways to better self-manage the condition. Frank attended the group that ran from the beginning of June this year."

He explained, "I think the group was very valuable for me. At first, I wasn't convinced this was the right thing for me. There was such a diverse range of people in the group and some people had had it for 20 years, whilst others had had it for the past few months."

There are 10 two-hour sessions which take place over a number of weeks.

He added: "The structure was helpful. The first hour you're understanding the biological factors, the science behind it, potential hereditary symptoms. The second half is about practical triggers and early signs you can be aware of. I think I have already started to put these into practice. The other day, I felt like I didn't want to be around anyone. This time, I didn't beat myself up about it, I thought I'm feeling low and had a bit of time on my own and felt much better for it. I didn't feel guilty about it.

"Prior to the sessions, I would've felt like I needed to be in the situation and I was failing if I couldn't be sociable. Now, I think about it more practically. I know it's better to have an early night, or have some time, just me and my wife, instead of forcing me to go and do something which might make me feel anxious or bad about myself."

Marigold added, "The first half of a group session is theory. We introduce a topic and we will give a presentation and do a small group task around that subject matter, for example 'life style factors'. The second half is an open discussion facilitated by two psychologists and the other team member. There is an opportunity for group members to talk about their experiences of having bipolar."



Wake up call: Frank realised that something wasn't right



Dr Emma Williams

Dr Emma Williams, Clinical Psychologist, said, "People say it feels like these sessions have helped to empower them because they feel better equipped to deal with having bipolar. They know how to weigh things up a bit better.

"Often people coming to the group might be newly diagnosed or they may have been diagnosed for a longer time and it can be really difficult to accept the diagnosis and to feel hopeful about the future. The sense I have got from running the group is, in some ways, hearing others who've had similar experiences to you makes you realise you're not alone and helps people to be more accepting of their diagnosis. That's a powerful step in recovery. The support group members get from each other is a really key part of the group".



Dr Sarah Buchanan

Dr Sarah Buchanan, Clinical Psychologist, added: "The reason we run this group is because the NICE guidelines have highlighted that psycho-education groups are an effective way of helping people with bipolar affective disorder.

There is research to suggest they are an effective means of reducing the severity and likelihood of relapse. We're glad to find it really is making a difference to those that we have been able to run this group with."

Bipolar Fact file

- People with bipolar disorder experience periods of mania and of depression
- Around 1 in every 100 people has bipolar 1 at some point in their life
- One person in every 200 experiences bipolar 2 during their lifetime
- It usually starts between the ages of 15 to 19 but this can differ from person to person
- A combination of staying active, self-care and eating well can limit the impact of the condition



60 Seconds with...

Kevin Monteith

Trust Company Secretary

Kevin, how did you start your career?

I have a family history of nursing. One of my brothers worked in mental health, and my sister was a nurse and a midwife, I guess I followed in their footsteps. I started my career in mental health in 1981 in Northern Ireland and then moved to London in 1984 where I worked as a nurse in Surrey before moving to the Maudsley Hospital.

When did you join C&I?

Twenty six years ago! In 1989 I came to work in this locality, which at that time was Bloomsbury Health Authority. I became the ward manager of Laffan Ward, which was based on the UCLH campus, having just moved there from the Middlesex Hospital. Following that, I took on my first Trust-wide role where I was responsible for developing and implementing the local approach to the Care Programme Approach and Clinical Risk Assessment and management. I was also quite involved in establishing and supporting the 'Area Mental Health Committee' which was established as a multi-agency committee focused on learning lessons from serious incidents and developing interagency policies. I suppose, this was my first experience of working in a more corporate role.

Now, as Company Secretary, what is it you deal with?

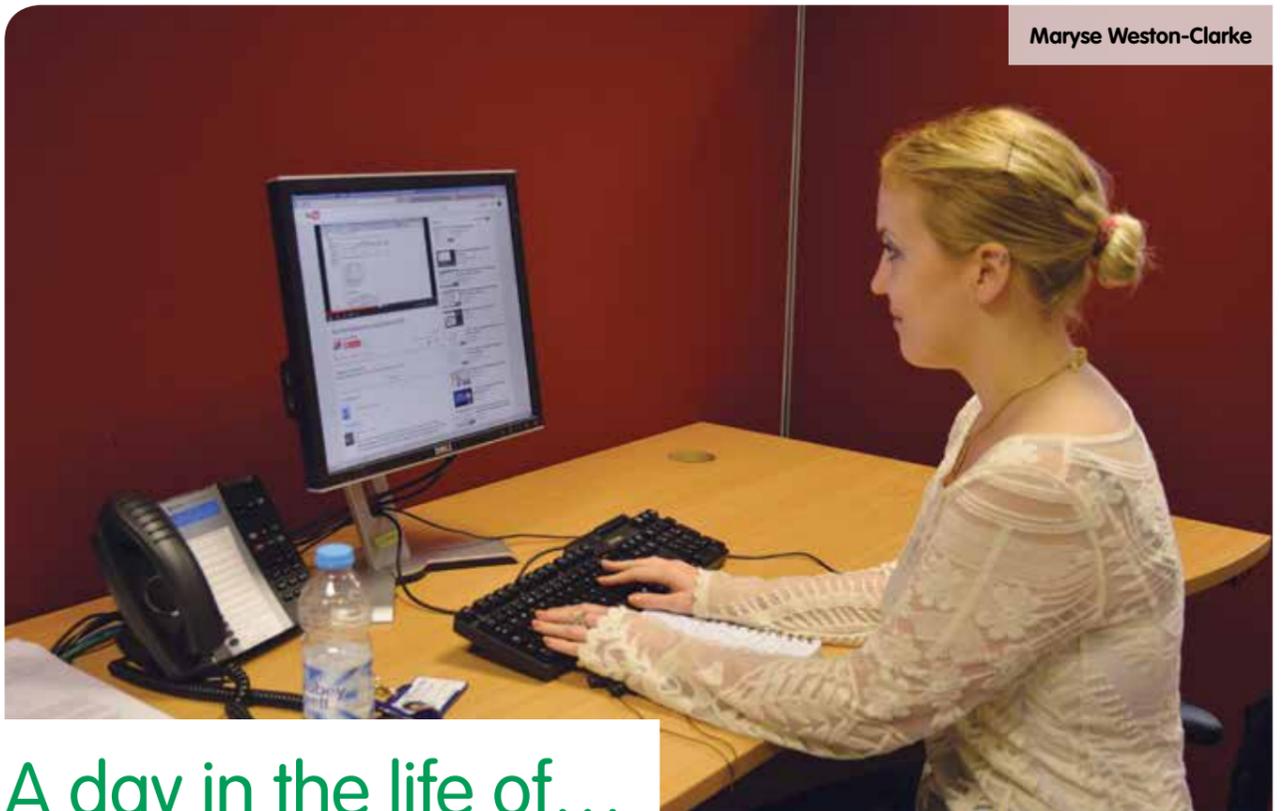
Well it's quite a change to what I used to do, which for most of my career was operational management. Now, my role is largely to do with corporate affairs, better described as the business of the Board. There's a lot involved, but in summary, I am responsible for advising and supporting the Trust Chair, Chief Executive, the Board and Council of Governors to ensure they meet their obligations and comply with the various legislative and regulatory frameworks, and corporate governance codes that apply to Foundation Trusts. This requires good systems and processes in order to facilitate the effective working of the Board, the Council of Governors and their committees. I also have a range of wider corporate affairs responsibilities, which includes the Trust membership, communications, and corporate planning.

Wow, sounds like you're kept busy. So, how do you look after your mental health?

I try and exercise a bit and enjoy walking and running when I can find the time. I live near the coast and some fabulous beaches in Donegal, which I find relaxing. I do enjoy a spot of cooking at the weekends and my garden keeps me busy also.

And Kevin, I hear you're a keen jazz fan?

I love listening to all sorts of live music. I got into jazz in the early 90s when Jazz FM was launched in London and can be found in a certain London jazz club from time to time!



Maryse Weston-Clarke

A day in the life of...

Dementia Navigator Service worker

Maryse Weston-Clarke

My name is Maryse Weston-Clarke and I work with the Dementia Navigator Service. I have been working here since August 2014.

I come from a bit of an NHS family. My mother is a physiotherapist specialising in mental health and my father, a trained paramedic, started the first responder movement, where volunteers in the community were trained in first aid. I've always been interested in health and mental health care so it was only natural for me to end up working for the NHS.

The Dementia Navigator Service is relatively new. It was set up to prevent people with a diagnosis of dementia from falling through the gaps and aims to ensure everyone has access to the right level of support. At the moment, if you have a diagnosis of dementia where treatment was not compliant with medication you would be sent back to the care of your GP, not followed up by the memory service. Our service helps iron out those gaps. The aim of the service is for everyone who has a diagnosis of dementia to have a form of support in the community.

We are a team of four, and every week three of us will do home visits whilst one person is office based to ensure they can follow up certain requests and book the appointments for each team member. Each of us has an area in the borough to cover.

We start the day in the office unless we have an early morning visit. Before we see a patient we need to know what stage of diagnosis pathway they're on, whether they're waiting for CT or ECG scan and more. We also need to check for any potential risks or level of support from family or other support services so that we are aware of how vulnerable the service user is. Having all the relevant information is important so we're able to determine what to include for the assessment.

We cover a number of areas during the assessment and try to ensure a family member or friend is able to attend so they're kept in the loop. We discuss physical health including mobility, diet, hydration, we talk about environment and ensure they're in a safe space. We also check things like fire alarms. We may contact an occupational therapist to ensure adaptations for bathing, extra hand rails, walking aids, falls alarms, electric and heat sensors are available too. We're a preventative service.

We often notice warning signs, for example, symptoms of a Urinary Tract Infection (UTI). We inform the relevant GP who can provide the right treatment and it is these kinds of measures which can prevent infection and delirium. We also provide support and information for social services. We like to make sure people are aware of how to access day centres or befriending services, especially for people who feel isolated.

Dementia Navigators are also there for the person's family. Often, someone will be present who has questions about diagnosis and the progression of dementia, they want to find out more about what they can expect as the person's condition deteriorates. For carers we provide advanced care plans, referrals to appropriate services such as carer's support, advice on wills and help them apply for finances that they are entitled to.

After each visit we do a write-up and make appropriate referrals to relevant services. We also score the patient for risk, which enables us to recognise their level of need and consequently we plan how often to contact that individual. At the end of the assessment we document all the information and send a copy of the information to the person's GP.

As the service grows, other health professionals are recognising the benefits of our work and I am delighted knowing we can make a real difference to people's lives.

Some of the feedback we have had is:

"Knowing that someone is out there, whom I can also call makes me feel a more comfortable and safe."

"I feel that some of the pressure has been taken off as the service offers support in terms of organising and sorting things out for me and my family."

Annual Members Meeting

Thank you to everyone who attended our recovery showcase and Annual Members Meeting (AMM) 2015. We hope you learnt a bit more about health and wellbeing during our Recovery Showcase prior to the AMM. For those of you who couldn't attend, here is a little of what you missed.

We learnt that one in three people over the age of 65 will fall each year. We looked at fall prevention measures and top tips for staying steady, including being active which can keep legs strong and help your balance and looking after your feet.

Staff from our Recovery College shared information about the free courses they provide.

Teams from our South Barnet Primary Care service, which operate in GP practices where our staff provide advice for staff and patients, shared information about wellbeing. We also found that their service user satisfaction has been measured at 95%!

Other services who joined us for the showcase included iCope, dementia navigators, crisis house staff, clinical strategy team, occupational therapy, mental health law team, voluntary services manager and our advice and complaints team.



Guest speaker: Alison Cameron

We were delighted to welcome Alison Cameron our special guest speaker to the event. Her career was cut short when she was diagnosed with Post-Traumatic Stress Disorder after her colleagues were killed in the course of her work in the Republic of Belarus. "I was teetering on the edge of the cliff, and the trauma just pushed me over", she said. The consequences included substance misuse, homelessness, multiple admissions to hospital and identity loss. "I was on the streets, I've had about 100 visits to hospital." She now advises NHS, housing and social care organisations on how to work in genuine partnership with those who use services.

Following her talk, the AMM began with our Chair Leisha Fullick reciting a poem, before Chief Executive Wendy Wallace outlined key achievements in the past year and Director of Finance David Wragg provided a summary of our finances.



On hand: Staff were available to showcase their services

Meet your new governors

Our 2015 Council of Governor election have closed, votes have been counted and the results have been declared!

Congratulations to those candidates who have been elected / re-elected to our Council of Governors. They were introduced to the membership at our Annual Members Meeting. Thank you to all who stood for election and to those members who voted.

"I want to use my knowledge of health policy and patient centred care to ensure that patient and public views are central to the Trust's decision making."

– Andy Pike

"I see this role as vital in helping people at their most vulnerable and ensuring that the Trust can provide the training and support needed for staff and carers."

– Suncica Mandich



Hagir Ahmed



David Barry



Lucy McLean



Michelle Murray



Wendy Savage



Roger Searle



Graham Smith

Public: Camden

Suncica Mandich

Suncica has been a carer since 2002. She has work experience with a variety of charities and with the Camden Community Law Centre. She is studying politics and wishes to continue her work in the local community.

Michelle Murray

Michelle has spent six years as an advocate for people with mental health issues in Camden and Islington. She is trained as an appropriate adult, supporting vulnerable people in custody suites and courts.

Andy Pike

Andy has a professional background in healthcare policy within the charity sector and currently works as a policy advisor to the UK's leading veteran's charity. He has also worked as the Vice Chair for the Patient's Involved in NICE coalition.

Public: Islington

David Barry

David has been re-elected as Governor, having served as Lead Governor on the Council for the last three years. He has experience on the Board of London TravelWatch, is a school Governor and trained mediator, and has degrees in both Philosophy and Organisational Psychology.

Dóras Mary-Ellen Dály

Dóras has spent most of her working life as a nurse in the NHS, specialising in diseases of the nervous system. She is now retired, but mentors care staff and works with older people experiencing social exclusion, dementia and depression.

Valerie Graham

Valerie has worked in the area of mental health for over 15 years and has worked with Mind on The 'Diverse Mind' project, ensuring their policies addressed particular issues faced by those in BME communities. She has also served as a school governor for over eight years.

Wendy Savage

Wendy has been re-elected as governor, having served on the Council for the past three years. She spent the last 25 years of her 40 year medical career in the NHS as a Senior Lecturer and Honorary Consultant. Wendy is president of 'Keep Our NHS Public'.

Service User

Hagir Suliman Ahmed

Hagir has helped campaign for the NHS over the years. She also helps vulnerable people in her community and volunteers as a gardener for the Trust. She continues to update her knowledge by attending workshops, courses and meetings on mental health care.

Melanie Dunn

Melanie would like to bring fresh ideas to the Trust as a governor. She has good listening skills and a good knowledge of the medical profession.

Roger Searle

Roger has been re-elected as governor, having served on the Council for the past year. He has a keen interest in the re-design of the St Pancras Hospital site, having previously worked as an architect.

Staff

Lucy McLean

Lucy has been re-elected as governor, having served on the Council for the past three years. She is the Branch Secretary of the Trust's largest trade union, UNISON, and the current Staffside Chair.

Simon Ramage

Simon is Head of Commercial Operations and Contracts. He has worked in the NHS for over 30 years including in nursing and ancillary roles and has worked at C&I since its inception.

Graham Smith

Graham is the Local Security Management Specialist for the Trust. He is a retired Army Officer with over 30 years' experience in leadership and governance.

Our Fun Page...

This is our quiz and history page. Please feel free to test your general knowledge, and pit your wits in our word search and Sudoku puzzles.

C&I News Quiz

Below is your eclectic mix of quiz questions by C&I's Grand Quiz Master!

1. What was Sean Connery's first job before he became an actor?
2. Which Scottish King united England and Scotland, and, for a bonus point, when?
3. What is the only country in the world to be named after a family?
4. In the poem Kubla Khan by Samuel Taylor Coleridge, where does he visit?
5. Who said, "No Mr Bond, I don't expect you to talk. I expect you to die"?
6. What is the better known stage name for Sean Combs?
7. What date does Back to the Future Day fall on?
8. What volume of water goes over Horseshoe Falls, Niagara, per second?
9. In what year did construction for the Great Pyramid of Giza start?
10. What is the fastest selling Christmas single in UK chart history, with over a million copies sold in the first week alone?
11. What is Jeremy Corbyn's middle name?
12. What is the seating capacity of the Emirates Stadium?

No peeking! But the answers are below.

Word Search

Christmas is the theme for our word search this edition. Can you find all the hidden words in the grid?

G I F T S G S U A S F K C T R C H
 A A X B N N P N A A L E S L L E B
 I G N E H I O M O I C O G S L N C
 Y F E L J G N W G I A A R G C M P
 G R K F N N I H F I T G N A N Q E
 T U M K A I T E T L Z A N D C O L
 L I H V M S Y T L A A D R N L O G
 F T O K W E E F E S Y K Z O A E S
 A C L Z O S U X P C E G E F C D S
 M A L Z N O R N A M E N T S N E S
 I K Y I S K Z N S I M A N E Z O D
 L E O E O T E L T S I M I H N M Q
 Y P Q Q B S B H T A E R W G L P R
 K Q F E S K A T E S F B S B Y D L

BELLS
 CANDLES
 CANDY CANES
 CAROLS
 DECORATIONS
 EGGNOG
 FAMILY
 FRIENDS
 FRUITCAKE
 GIFTS
 HOLLY
 LIGHTS
 MISTLETOE
 ORNAMENTS
 POINSETTIA
 SINGING
 SKATES
 SLEIGH
 SNOWFLAKES
 SNOWMAN
 SONGS
 TREE
 WREATH

Sudoku

Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1 through 9.

		3						7	
6	2		8					3	4
		8				3	1	5	6
		1		9					5
4	3		6		8			2	1
2				3			6		
5	7	4	3				9		
3		2			5			1	7
	8						5		

Solution:
 Websudoku.com easy puzzle #4,554,741,406

Quiz Answers: 1. Milkman, 2. King James VI of Scotland became King James I of England in 1603 after inheriting the throne from Queen Elizabeth I, 3. Lichtenstein, 4. Xanadu, 5. Goldfinger, 6. P. Diddy, 7. October 21 2015, 8. 600,000 gallons per second, 9. 2560BC, 10. Do they know it's Christmas?, 11. Bernard, 12. 60,000

Care Quality Commission visits C&I in 2016

The CQC is the independent regulator of health and social care in England. They monitor, inspect and regulate health care providers to make sure they meet fundamental standards of quality and safety. This ensures the best possible care is provided for patients, service users, their family and friends. Following detailed inspections, the CQC publish their findings and performance ratings to help people choose care services. The CQC makes sure that health and social care services provide people with safe, effective, compassionate and high-quality care, encouraging a focus on quality and continual improvement.

The Care Quality Commission (CQC) will be inspecting the Trust and some of our services from 22 - 26 February 2016.

Get involved and share your experience of care at C&I. The CQC's inspection team is keen to hear from people who have received, or are receiving, care from us. If you have received care from the Trust and would like to share your experience and views, you can do so at any time by contacting the Advice and Complaints team via feedback@candi.nhs.uk or visit our website www.candi.nhs.uk/cqc. You can also contact CQC's National Customer Service Centre on 03000 616161 or use their contact form available on the CQC website: www.cqc.org.uk

Art from the heart

This work is by former Drayton Park resident artist, Tanya Raabe. She has been inspirational to many women who have used the service, encouraging them to paint alongside her and join the art class, providing therapeutic benefits.



C&I News selfie

Staff from our Islington Memory Service, Dementia Navigator Service and Care Home Liaison team huddled together outside the Margarete Centre showcasing real team spirit!

If you would like to take part in the C&I News selfie competition please send your picture to communications@candi.nhs.uk.

Upcoming Trust events

The Sewing Circle – Art Exhibition

Launch Friday 13 November 2015, 5.30 - 8.30pm
 St Pancras Hospital, 4 St Pancras Way, NW1 0PE
 Exhibition then runs from 16 November 2015 to 14 January 2016, 9.00am - 5.00pm

Christmas Carol Concert

Wednesday 16 December 2015, 5.45pm (please arrive by 5.30pm) at St Pancras Old Church

Medicine 4 Members, Expert Talks

Keep a look out for further details of our 2016 programme of Medicine 4 Members talks. In the past few months we've had talks on club drugs and legal highs, wellbeing after serving in the armed forces, getting a good night's sleep and more.

If you have any suggestions or would like to any further information on events, please contact the Membership Office on membership@candi.nhs.uk or 020 3317 7128.

C&I News

Have you got a story?

If you have a story idea for C&I news or would like to give us feedback then please email communications@candi.nhs.uk

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The editorial team would also like to say a big thank you to all the staff and service users who have helped make this publication possible.