

C&I News



The Isledon Road Choir

Recovery is our business

More than 200 staff came together to share best practice at our recovery festival

In this issue...

Celebrating excellence in research

A new website for our IAPT services

Dementia awareness event and more dates for your diary

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Welcome to C&I News

We want to keep you up to date with what's happening in mental health around the trust and across the boroughs. If you have any comments, feedback or wish to contribute an article to the next issue please email communications@candi.nhs.uk or call **020 3317 3088/89**. Please email us if you'd like to be added to (or removed from) our mailing list.

Karl Heidel

The trust's new Head of Communications and Engagement joined in November



Karl has been in communications for the last 16 years, most recently working for Princess Alexandra Hospital (PAH) in Essex. When Karl joined the trust they were a failing organisation and were suffering from severe reputational failure. In just over a year they managed to turn that around so PAH is now considered by the Department of Health to be one of the best performing trusts in the country.

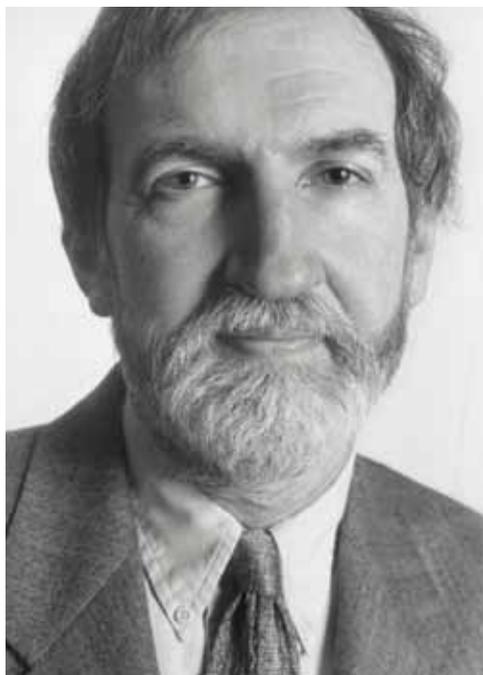
He joined the NHS in 2009 and his first role was in the NHS Sustainable Development Unit, a national organisation helping the Health Service to become more environmentally friendly. Prior to that he worked for ITV and ITN news.

Karl is keen to improve C&I's communication with you so if you have any ideas about this or would like to contact Karl he can be reached on

020 3317 3089 or karl.heidel@candi.nhs.uk

Professor Brewin

Receiving the Robert S. Laufer Memorial Award for Outstanding Scientific Achievement



Professor Brewin, a consultant clinical psychologist at C&I's Traumatic Stress Clinic, has become the first ever person in the UK to receive this prestigious award.

Chris received the award in Philadelphia from the International Society of Traumatic Stress Studies for his overall contribution to research and development in the field.

Leisha Fullick

The trust's Council of Governors has appointed Leisha Fullick as the new trust Chair



An Islington resident, Leisha has most recently served as a Pro Director at the Institute of Education, University of London. Prior to that, she was Chief Executive at Islington Council for six years.

Leisha said: "Caring for the health and wellbeing of our local people is at the very heart of C&I's business, in what are very challenging times for the whole NHS. Yet it is also an exciting opportunity for C&I, working with service users and stakeholders, to join forces and build on our reputation for providing high quality integrated adult mental health services."

The Council of Governors also appointed Angela Harvey as a new Non-Executive Director (NED) to the Board following the end of John Morison's term. Angela is an HR professional, a local councillor, and is a former Lord Mayor of Westminster.

The appointments of Leisha Fullick, Chair, and Angela Harvey, NED, run from 1 September 2013 to 31 August 2016.

Our Veterans service is a 2013 Military and Civilian Health Partnership Award Finalist

Congratulations to the London Veterans' Assessment and Treatment Service (LVS), a joint service between C&I and SLaM, who were nominated for the Health Improvement and Promotion Award on the basis of their work with veterans.

The LVS is an NHS service for UK military veterans experiencing mental health difficulties. It is one of a network of NHS veteran mental health services set up in April 2012 as a result of the Murrison report into veteran mental health. The most recent incarnation of the service is a development on an earlier assessment service run by C&I since 2008 after it was commissioned by the Department of Health as one of a limited number of pilot sites for NHS veteran services to establish the level of need.

This is an open access service so any professional or veterans' welfare agency can refer a veteran to the LVS. Self-referral is also an option. The LVS helps veterans recover from Post-Traumatic Stress Disorder (PTSD) and provides guidance into relevant welfare services.

The LVS is jointly provided by Camden and Islington NHS Foundation Trust and South London and Maudsley NHS Foundation Trust and comprises of psychiatry, psychology and nursing staff to provide a multi-disciplinary team.

For more information on the service, please go to their dedicated webpage:

www.candi.nhs.uk/veterans

Staff learning from each other at the recovery festival

More than 200 people attended our Recovery Festival on 12 September at St Pancras Hospital. The event, designed by services, brought together staff to share their understanding of recovery in practice.

There were workshops and discussions on a range of topics as well as a number of exhibition stands by our staff and some of our external partners, such as Arsenal in the Community, Yecco and Telecare.



Our Quality Accounts - Do you have suggestions...

for quality indicators or for priority areas for improving care quality?

A Quality Account is a report about the quality of services provided by an NHS healthcare service. The report is published annually by each NHS healthcare provider and made available to the public.

Quality Accounts aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda.

The trust is initiating preparatory work to produce its Quality Accounts for 2013-14. As with previous years, we are very keen to hear from anyone who has suggestions for quality indicators that they believe would be useful to include in the document to reflect the standard of care provided by trust services. Indicators are categorised in one of three domains:

- ➊ Safety
- ➋ Effectiveness
- ➌ Patient experience

We are required to provide information on three indicators for each domain. These indicators need to be both of good relevance to gauging the quality of care and practical in terms of data collection. If there is a history of data going back for at least three years that is helpful too.

Additionally, we need to identify priority areas for improving care quality in 2014-15. We should identify up to six priority areas that would in total cover all three domains.

If you have anything you would like to suggest, please contact Acosia Nyanin (Acting Head of Governance and Performance) at Acosia.Nyanin@candi.nhs.uk by 31 December 2013.

The trust's 12/13 Quality Accounts can be accessed via our website under the 'About Us' tab.

Excellence in research

The excellent research carried out by the trust was highlighted at a showcase event held in October.

Topics included evidence-based practice in learning disabilities, what works and what is ineffective in treating agitation in dementia and using the internet to help harmful drinkers with Down Your Drink.

In 2012/13 C&I ranked fifth nationally and second in London in the league table for Research Capability

Funding, an indicator of success for attracting grants hosted by the trust. The trust also published 123 peer review publications.

Presentations from the showcase are available on our website under the 'Research' tab.

Celebrating the gardens at Highgate Mental Health Centre

Highgate Mental Health Centre scooped a bronze certificate in the "Large Garden Area Display" category and a silver certificate in the "Hanging Basket and Container Display" category in the Hospital Gardens Competition, run by the London Garden Centre, at an awards ceremony at the Guild Hall in October.

During May 2013 Balfour Beatty Workforce (BBW) worked in partnership with C&I to prepare the entry for Highgate Mental Health Centre. Work was underway in June and July to transform Highgate into a colourful and warm welcoming site for both service users and visitors.

The Patrons of The London Garden Society attended Highgate on the 27 July to walk around and admire the grounds and garden areas. Both judges were impressed with the surroundings and said that the colour added to the "green environment". One judge commented: "I am delighted to have attended Highgate today. It has certainly made my day. We were expecting to see green grass beds and some trees like other hospitals we have visited but you have made Highgate stand out from the others."



Patients put C&I in top 15% in new ward inspection regime (PLACE)

Thousands of members of the public joined forces with NHS staff to lead over 4,600 assessments of a mix of NHS settings to inspect the things that matter most to patients – being treated in clean, safe environment, tasty nutritious food, and high standards of privacy and dignity.

The new Patient-Led Assessments of the Care Environment (PLACE) were introduced with the key purpose of ensuring patients are at the centre of all inspections of hospital environments. The inspections found C&I was ranked 40th out of 275 organisations that participated, putting us in the top 15%.



Participation in the scheme's first year was voluntary, but every single NHS-commissioned building that takes patients for overnight stays took part. Teams comprising at least 50% patients scored wards against 150 standards taking in the cleanliness, condition, appearance and maintenance of patient areas, as well as the food and hydration for patients and their privacy and dignity.

In the news... Veterans' service makes the headlines



Dr Tess Browne, C&I Clinical Psychologist at the London Veterans' Assessment and Treatment Service, was interviewed by ITV London on 8 November in the run-up to Remembrance Sunday. The programme also featured Ron Ranger, a veteran who had felt suicidal when struggling with untreated PTSD after witnessing the IRA bomb that exploded at the Tower of London in 1974. He is now receiving help from the veterans' service. Ron said: "You wouldn't recognise me now, I'm completely different."

The news segment can be viewed on our website: www.candi.nhs.uk

Service user survey results

The results of the national service user survey 2013 show that C&I has continued in general to perform as well as all other trusts, with an overall score of 'about the same'.

There were two areas of the survey where the trust didn't perform as well – these were understanding medication and making sure every patient has a copy of their care plan. We have put into place a plan working with our service user alliance to address these weaknesses. The survey was sent to a randomised sample of 1500 service users who used our community services between 1 July 2012 and 30 September 2012.

Richard French-Lowe

Training and Development
Manager of the Year 2013

Richard French-Lowe, the trust's training manager, was crowned Training and Development Manager of the Year 2013 at the CMI (Chartered Management Institute) National Management and Leadership Awards ceremony in central London in October. The prestigious annual Awards celebrate the achievements and expertise of the UK's best managers and management teams.

Camden and Islington NHS Foundation Trust was chosen to receive the accolade from a strong field across the UK. The Awards' judges assess organisations, teams and individual managers by looking at issues including financial success, governance, people management, communications, ethics, sustainability and learning.

Richard French-Lowe said of the achievement: "I am thrilled to have won such a prestigious award and to receive recognition of all our work and achievements during what has been a challenging time for the NHS."

The award recognises Richard and the Learning and Development team's work specifically with managers but also other staff groups. More than 50 staff have achieved or are working to gain the First Manager Qualification and the programme continues to bring benefits to the delivery of care in C&I.

CMI, the only chartered professional body dedicated to improving standards of management and leadership, runs the CMI National Management and Leadership Awards each year to recognise and celebrate the best managers and management across the country.

A new website for our talking therapies IAPT services



The trust has launched a new iCope website to support people with common mental health problems. The website has been designed specifically to help people in the community self-refer to our services and to provide help and information about conditions. Individuals who may be wary about speaking to friends, family or professionals about mental health issues can visit the iCope website and find information about a wide range of conditions. Camden IAPT and Islington IAPT services are now both named iCope.

Features of the site include:

- ➔ The site has been designed so that information is easy to find via a number of different 'user journeys' to suit each individual in the way they navigate through the site personally.
- ➔ A 'What's on your mind?' wizard operates as a main navigational feature whereby users can select a number of different conditions specific to them and relevant and useful information is then displayed as a result of the process.
- ➔ A straightforward self-referral mechanism is available to users throughout their journey through the site allowing them to submit details to C&I IAPT with a view to arranging an appointment with a professional.
- ➔ Abridged other language versions of high level information can be accessed on the site.

The iCope website can be reached at
www.icope.nhs.uk

If you are affected by a long-term condition, Islington CCG would like to hear your views

Get involved in an upcoming group discussion on your health care. There's a chance to win an iPad. If you are affected by a long term condition, you are invited to a 90 minute, interactive workshop held in Islington. Registration is easy, refreshments are provided and travel expenses up to £10 will be

covered. Islington Clinical Commissioning Group (CCG) would love to hear your views, and taking part will help improve services in the community.

To sign up, please call or text **020 3862 832** or email **healthinislington@gmail.com**.

Dates for your diary

Wed 27 Nov: Dementia awareness event - 2.00pm-7.00pm Conference Centre, St Pancras Hospital
Drop in at any time to find out more about the signs and symptoms of dementia and how to interact with people with dementia.

Thu 28 Nov: Board of Directors meeting - 2.00pm-4.00pm Conference Centre, St Pancras Hospital
The papers for this meeting are available on our website seven days beforehand.

Tue 3 Dec: Council of Governors meeting - 5.00pm-7.00pm Conference Centre, St Pancras Hospital
The papers for this meeting are available on our website ten days beforehand.

Wed 4 Dec: St Pancras Hospital development, members' forum - 6.00pm-7.00pm Conference Centre, St Pancras Hospital NW1 OPE
We want to hear your views about the services we should have on the site

Fri 6 Dec: Drayton Park Women's Crisis House and Resource Centre
18th anniversary celebration 12.30pm-4.00pm 32 Drayton Park N5 1PB
Join us to celebrate the coming of age of the centre. Find out more about the service and C&I's women's strategy.

Thu 30 Jan: Board of Directors meeting 2.00pm-4.00pm Conference Centre, St Pancras Hospital
The papers for this meeting are available on our website seven days beforehand

Tue 11 Feb: Council of Governors meeting - 5.00pm-7.00pm Conference Centre, St Pancras Hospital
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For full details on these meetings and events, please check www.candi.nhs.uk, ring **020 3317 3192** or email membership@candi.nhs.uk

Members' Newsletter

Winter 2013/14 // Issue 07

Meeting our members at the AMM



Hearing your views at our Annual Members' Meeting

Annual Members' Meeting

The trust held its 2013 Annual Members' Meeting on 17 October at the British Library. Members - service users, public and staff - had the opportunity to put their questions to the Board of Directors about the trust's activities in 2012/13. The presentations (which are available on our website) included an overview from Wendy Wallace, Chief

Executive, of the trust's achievements in the last year; David Wragg, Finance Director, outlined our financial position; and David Barry, lead Governor, spoke about the activities of the Council of Governors. The trust's annual report, annual review and community service leaflets were available for attendees to take away.

A message from David Barry, Lead Governor

The last few months have been busy for the Council of Governors. Governors play an important role in the trust and one of our most important duties is appointing the Chair of the Trust, something we only do of course, every few years. So it is noteworthy that we recently appointed Leisha Fullick to be our new trust chair, to replace Richard Arthur who had retired. Some of you may remember Leisha from her time as Chief Executive at Islington Council. Governors also appoint the non-executive Directors from time to time and at the same time as appointing Leisha Chair we also appointed Angela Harvey to be a new non-executive director. We had elections for part of the Council of Governors as well this summer; this was your opportunity as members to influence the Trust by choosing the governors. I would like to take this opportunity to thank members for voting and to extend a warm welcome to our new colleagues. Governors have also visited services and assessed the patient environment as part of the new PLACE (Patient-Led Assessments of the Care Environment) inspection scheme. Please see page 6 of the newsletter for more on the results of this.

The Annual Members' Meeting, which was held at the British Library in October heard a report of our work in the previous year with a lively discussion and question and answer session. We are organising other member events as well and I look forward to



meeting more of you at our upcoming members' events – the Dementia Awareness event on 27 November and the St Pancras Hospital development forum on 4 December. If you have ideas for other members' events please do contact the trust's membership office at **membership@candi.nhs.uk**

Governors will be available to meet with you between 5pm and 6.30pm on 27 November at the Dementia Awareness event. We are also planning member constituency meetings for 2014. If you wish to contact your governor you can do through the 'Contact a Governor' option under the 'Members' tab on the trust website **www.candi.nhs.uk**. We look forward to hearing from you.

Reminder about 'Health Service Discounts'

As a member of Camden and Islington NHS Foundation Trust, you are entitled to register for 'Health Service Discounts', which gives you access to the same discounts from major retailers as NHS staff. To register simply go to www.healthservicediscounts.com and complete the 'join free' section on the homepage.

Would you like to volunteer at the trust?

C&I voluntary services now has a dedicated volunteering page on the trust's website, www.candi.nhs.uk/members/volunteering.

It provides details of the current volunteer role opportunities that we have available and will be regularly updated with new roles as they are developed. If you are interesting in volunteering please contact volunteer@candi.nhs.uk or **020 3317 3349**.

St Pancras Hospital development – members' forum, 4 December

C&I now owns the St Pancras Hospital site. We can start planning what services we want to have on the site in five years onwards. How do we make the site part of our local wider community? Should all our community services be on this site? Do we need a café, cashpoint, gym?



Come and tell us what you would like to see on site. We look forward to you joining us on Wednesday, 4 December from 6.00pm-7.00pm at the conference centre, St Pancras Hospital, 4 St Pancras Way NW1 0PE

2013 Council of Governor elections

The election results were announced at the trust's Annual Members' Meeting. New Governors have been elected as follows:

For the Camden constituency

Ruth Appleton
Shahnewaz Ahmed

For the Islington constituency

Monika Schwartz

For the Rest of Central North London constituency

Saira Nawaz

For the service user constituency

Mohamed Ismail Ibrahim
Alasdair MacDougall
Abdulkadir Mohamed Omar

For the staff constituency

Natasha Sloman
Nadia Du Plessis

For a full list of our Governors please go to www.candi.nhs.uk/about-us/governors/
If you want to contact a Governor please go to www.candi.nhs.uk/members/contact-a-governor/ or email governors@candi.nhs.uk

Dementia Awareness - An event for members, 27 November



Join us for information sessions that will help you to know some of the signs and symptoms of dementia and how to interact with people with dementia. Visit stands from a range of older people and carer organisations. Drop in at any time from 2.00pm and 7.00pm at the conference centre, St Pancras Hospital, 4 St Pancras Way NW1 0PE. Governors will be available to meet members from 5pm - 6.30pm.

Refreshments will be provided. This free event is open to everyone so please bring any friends or relatives who may be interested to find out more about dementia.

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