

Journey to better mental health



Camden and Islington
NHS Foundation Trust



In this edition: An overview of how we are delivering our clinical strategy, update on creating our new facilities and plans for improving community services

Keeping you up to date with estate and service transformation plans

With so much happening at C&I to improve service user care and experience, we know that keeping up to date with various developments, as well as opportunities to get involved, can be time consuming. With this in mind, to give you everything you need to know in one place, we will be producing this monthly newsletter which will cover news about our two major transformation programmes.

This includes the St Pancras Transformation Programme, which will provide modern, fit-for-purpose facilities for our staff and service users, and the Community Services Transformation Programme which will improve the way that community mental health services are delivered and accessed, as well as how, and where, our staff and our partners work

together. The objective of both programmes is the same; to deliver our [clinical strategy](#).

During the co-design process for our clinical strategy, service users told us they want:

- Responsive and accessible services, tailored to individual needs with a focus on overall wellbeing
- An active role in their care and the delivery and running of the organisation
- Continuity of care from clinicians and teams that they get to know
- If admitted, to spend as short a time as absolutely necessary in hospital
- A skilled workforce that is representative of the community
- Good quality environments and integration with other services.

These are all the things we are looking to address and deliver through our transformation programmes.

St Pancras Transformation Programme

Creating a single inpatient campus in Highgate

One of the major projects within the St Pancras Transformation programme is to create a single, inpatient campus at Highgate. Having our new hospital (Highgate East) opposite our existing Highgate Mental Health Centre (Highgate West) will enable us to create a dedicated mental health campus.

Having all of our inpatient beds in one area will allow us to arrange clinical cover more effectively and share resources across our two hospitals. Being located right next to the Whittington Hospital also means that the two trusts can work together to join-up mental and physical health, to focus on an individual's overall wellbeing.

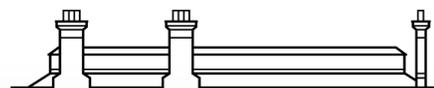
Land preparation work continues at Highgate East to build our new hospital. It will have five wards across four floors, a gym, café, family visiting space, single en-suite bedrooms, dedicated therapy rooms and access to outdoor space from every ward. The

purpose-built facility will provide the space we need to move all inpatient beds, currently based at St Pancras Hospital, to Highgate, addressing the limitations of the ageing Victorian buildings there, which do not provide the right environments and facilities for good inpatient mental health care.

The majority of co-design work is now complete and we thank all our service users, carers, staff and other local people who have contributed their ideas, shared their experiences and worked with us to ensure we build the very best mental health care hospital for local people.

Building work is due to begin shortly and complete late 2023.

We are also co-designing upgrades for Highgate West to ensure we have high quality facilities across both of our hospitals.



ST PANCRAS
TRANSFORMATION PROGRAMME





Facilities to join-up community services

We are delighted that planning permission has been granted for the redevelopment of our site at 1 Lowther Road. This marks another significant milestone for the St Pancras Transformation Programme.

This will allow us to create our first integrated community mental health centre, to support people with mental health problems to live well in their communities. The space will enable our teams to work in a much more joined-up way and in closer collaboration with other providers, to offer our service users a range of support and wellbeing services under-one-roof.

The new Lowther Road building will house existing services that are based there, other Trust community services and there will be space for voluntary and community sector providers to collaborate with Trust staff and deliver fully

integrated care. The full list of services to be offered at the site will be determined by the Trust's community service structure work that is currently underway.

Plans include 30 consultation rooms to see service users, a community café, as well as meeting room spaces and a collaboration and information zone. There will also be improved facilities for staff including bike racks, a shower room, rest areas and around 70 workstations.

All Lowther Road services will need to be temporarily relocated while redevelopment work takes place. We have worked with the staff teams to identify suitable temporary accommodation for all services based in the existing building. We will be writing to service users shortly to provide full details of where they can continue to access their service while construction work takes place. No service moves will take place before 1 August 2021.





Taking service users with us on our journey, every step of the way

We spoke to Johnny, one of our service users, about his experience of being involved in the co-design work for our new hospital as well as Lowther Road.

Which parts of the St Pancras Transformation Programme have you been involved with?

I feel really privileged to have been involved in all aspects of the programme since the beginning and not only building design, but also what's going on inside the buildings. From bricks, signs, to taps, I feel like I've been involved in everything.

Do you think the Trust's process for involving service users has been effective?

It certainly has been effective. We were initially asked which aspects of the programme we wanted to be involved in; the Trust was keen to identify what our passions are. But I've been interested in all areas from the new hospital to Lowther Road and I've felt honoured and special to feel part of that. Every single member of the design team has made me feel comfortable; I've felt like part of a family every step of the way.

I think because we have such a wonderful team of people to work with, it has never felt

overwhelming in any way, it's made me feel at ease and able to have a say. I've really felt understood and what is asked of us has always been very clear so it's easy to give an answer. We have all really enjoyed the process from the beginning.

Which elements of the programme have been important to you to improve service user care and experience?

There are two particular areas that I've been really passionate about, the first one being outside space at the new hospital. This is a huge drawback at the moment and something I really wanted to address from the outset. As a service user, what I hear the most is that there isn't enough to do to occupy your day while you're an inpatient, for example, potting in the garden or being able to go to a gym. So these are the things I really wanted to push for people. I recognise there are some activities indoors, but there's very little opportunity to spend time outdoors or get exercise.

The second thing that was very important to me was to have spaces for people to drop-in, and meet at Lowther Road. It's really important that service users are able to meet and get support in the community.

Continuing from page 4...

But there are also a range of other things that I wanted to make sure were considered in the design of the new buildings, for example, things like signage. We have lots of service users with visual and sensory impairments so simple solutions like clear numbers on doors, rails and the use of colour to identify each floor become really important. People want to get from A to B without it being too complicated and I feel that's also been achieved.

What has been the most exciting part of the programme for you so far?

To see a new state-of-the-art building being designed for Lowther Road has been amazing. For the first time, I've heard lots of positive comments about the facility from local people – they recognise how good this development will be for the area. I personally can't wait until the new building opens.

Equally for the new hospital, to see the designs as they come to life, stage by stage, has been amazing.

I think the recovery process will be a lot shorter for people in this new hospital environment. Buildings can have such an impact on how you feel and having your own bedroom and things to do to occupy your time in hospital will make such a difference to people's recovery.

I genuinely feel so privileged to be part of this journey. I've been involved at Highgate West for many years as a service user volunteer and I'm really passionate about making sure they get what they need. We have amazing members of staff and with the new design, the facilities will match the services on offer.

Next steps

Later this year, we will begin the co-design work for our new community building at St Pancras. There is also more work to do for our new hospital such as choosing furnishings and deciding on ward names. Please look out for opportunities to be involved.

Transforming community services



Care for people with serious mental illness is changing across Barnet, Camden, Enfield, Haringey and Islington, writes Darren Summers.

Having worked in mental health care for over 20 years, I'm genuinely excited about the future.

The *NHS Long Term Plan* reminds us that mental health is just as important as physical health and people who have long-term mental health conditions need more support to recover and stay well.

Over the next three years, we'll invest £25 million to strengthen community mental health services and implement the national Community Mental Health Framework in Barnet, Camden, Enfield, Haringey and Islington.

This new funding will transform care and improve quality of life for thousands of people with serious mental illness across North Central London.

We're recruiting hundreds of new frontline workers to our services and making it easier to get care.

We're working collaboratively with health and care partners including local authorities and the voluntary and community sector to provide more services in neighbourhoods aligned to primary care.

We're creating new multi-agency teams to deliver person-centred care that meets people's mental health, physical health and social needs.

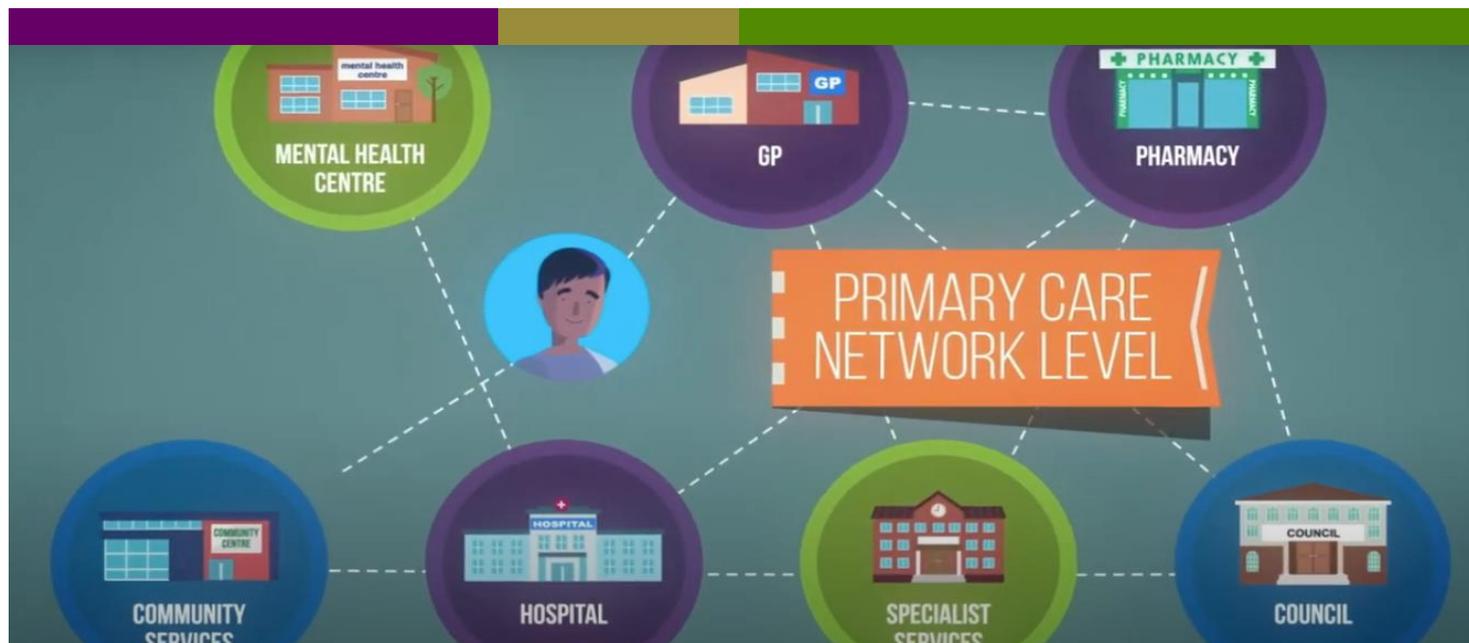
These teams will include primary care clinicians, psychiatric nurses, psychologists, psychiatrists, social workers, people with lived experience of mental illness and voluntary and community sector professionals.

They'll offer more support to help people achieve their goals and stay well including help accessing housing or other benefits, training and other services.

We'll work with GPs, local authorities and others to improve the mental health and wellbeing of all residents. This means working collaboratively to tackle social and economic factors that can impact wellbeing like isolation and loneliness.

Transforming mental health care will take time. This new approach will be rolled out gradually from July 2021 onwards in collaboration with health and care partners and our communities.

Darren Summers leads North Central London's programme to transform community mental health services.



Joining up records to improve mental and physical health

A new joined-up health and care record will transform care for people with long-term mental health conditions, writes Dr Ian Prenelle.

In the coming months, the largest providers of mental health services in North Central London will start using the region’s new shared health and care record system HealthelIntent.

This state-of-the-art platform links individual records from GPs, NHS hospitals and local governments across Barnet, Camden, Enfield, Haringey and Islington to create a single health and care record.

This joined-up record summarises each person’s past and future care, including medication, allergies, test results, treatments and upcoming appointments.

The platform makes it much easier for health and care professionals, including mental health teams,

to coordinate care. For people receiving care, it means they won’t need to keep repeating their story.

The joined-up record also enables mental health teams to easily identify gaps in care including, for example, those needing physical health checks or more social support. They can also use the system to help improve mental health and wellbeing for the whole population.

Using anonymised data, population health experts will be able to identify neighbourhoods or groups that may need additional mental health support. They can also track mental health trends and confirm our new approach is delivering results for our service users.

The new joined-up record is a massive step forward in our vision to deliver better mental health care for everyone.

Dr Ian Prenelle is Camden and Islington NHS Foundation Trust’s clinical lead for transforming community mental health services.

Meeting the social needs of service users

Expert by experience Katherine Barrett explains why housing and social connections are vital for good mental health.

I first experienced a mental health crisis more than 20 years ago and have been admitted to hospital a number of times. I had a pattern of behaviour. I was well for a while before I'd stop taking my medication. My mental health would decline quickly to the point of crisis and needing hospital treatment. On one occasion after leaving hospital, I found myself homeless.

Having a home is vital to good mental health. Everyone, including those of us with mental health challenges, need to be able to close the front door and take time out from the rest of the world. Not having a home makes recovering from mental illness very challenging. By providing more support to people with housing, money or other difficulties, I hope my experience becomes less common in future.

While my mental health has been good for quite a few years now, the pandemic was unsettling. As we all locked down, I found myself stuck at home. I couldn't go out. I knew I needed to find things to do.

As a Camden resident, I was lucky enough to be referred to a community support programme which has helped me through the pandemic. Through the Camden Resilience Network, I've been able to keep busy and make new



connections. I've taken classes in archaeology and cooking. I always have something to do. I attend regular coffee mornings and hope to join walking groups in time.

This programme has helped me, and hundreds like me, to stay well in difficult times. I was able to access this service because of where I live. In future, everyone will be able to access similar services. That can only be a good thing.

Katherine Barrett is a member of the North Central London Reference Group to transform community mental health services.

Get involved

Detailed information about our programmes and opportunities to get involved are available on our website at www.candi.nhs.uk

If you have specific questions, please send them to communications@candi.nhs.uk

If you would like to discuss any part of the plans, we are happy to attend one of your regular meetings. Please send an email to address above to arrange a date.