

CAMDEN AND ISLINGTON NHS FOUNDATION TRUST MEMBERSHIP NEWSLETTER – SUMMER 2023 EDITION

Welcome to the summer edition of your members' newsletter in which we share news, updates and events that may be of interest to you. It's been a while since the last edition and a lot has happened over the past months. We hope you find this slightly longer edition full of interesting information.



We're keen to strengthen engagement with our members, so please send your feedback or suggestions on how we might do this to Membership.BSO@candi.nhs.uk. We also welcome ideas for topics that you would like featured in future editions.

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WAYS YOU CAN GET IN TOUCH WITH GOVERNORS AND THE TRUST

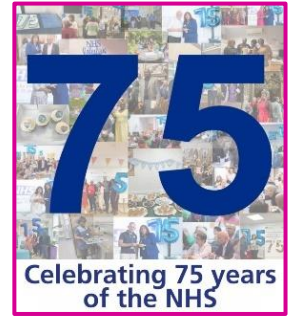
There are lots of ways you can get in touch with us:

- Switchboard and General Enquiries: 020 3317 7500
- To contact our Governors: Governors@candi.nhs.uk
- To contact our Lead Governor: Lead.Governor@candi.nhs.uk
- If there have been any changes to your details or to enquire about an area of interest, contact: Membership.BSO@candi.nhs.uk
- To submit a query to our Board of Directors: Trust.Secretary@candi.nhs.uk
- To provide feedback or make a complaint: Feedback@candi.nhs.uk
- To get in touch with our Voluntary Services Team: Volunteers@candi.nhs.uk



CELEBRATING 75 YEARS OF THE NHS

Only a few weeks have passed since the 75th birthday of our NHS, and what a remarkable 75 years it has been as we have continued to adapt to the changing health and care needs of our population with the aim of delivering the right care, at the right time, in the right place. To mark this huge milestone, our Communications Team produced a magazine to commemorate the journey and to thank all of our amazing staff for their continued hard work and commitment. [Click here to view this.](#)

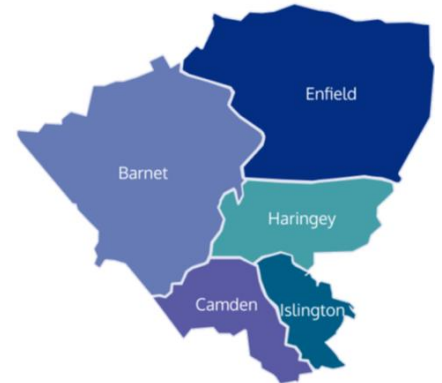


OUR NEW NORTH LONDON MENTAL HEALTH PARTNERSHIP STRATEGY



Since 2022, work has been underway across Camden and Islington NHS Foundation Trust (C&I) and Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) to develop a new five-year Partnership Strategy, setting out how, working together, we will achieve our vision of “Better Mental Health, Better Lives and Better Communities” for all those we serve. We’ve also recently agreed a new name – the North London Mental Health Partnership.

The development of the Partnership Strategy was an iterative process informed by extensive engagement with our service users, carers, staff, partners and our local communities. A huge thanks to all who got involved!



The co-produced Partnership Strategy was launched in May 2023. It is summarised in the diagram below and can be [read in full here.](#)

Summary of the Five-Year Partnership Strategy



NEXT STEPS FOR OUR NORTH LONDON MENTAL HEALTH PARTNERSHIP

We'd like to update you on the next steps for our North London Mental Health Partnership.



**North London
Mental Health
Partnership**

While developing our new Partnership Strategy, people asked for clarity and certainty on the next steps in the development of the Partnership. The two Trust Boards undertook a process to decide which future organisational form will help us deliver our Strategy most effectively and help us address the significant challenges we face over the coming years. Both Trust Boards concluded coming together into one new organisation, taking the best from each, is better for our patients, staff and local communities.

As one new organisation, we will be better able to transform our care pathways and provide easy access to high-quality services, which run 24/7, consistently. This will also help us meet our staffing challenges by providing a more attractive and fulfilling workplace for our staff, with greater staff training and development opportunities.

We will continue to work closely with the Council of Governors, and our patients, carers, staff and other stakeholders on this over the coming year and, subject to the necessary approvals, we anticipate that our new organisation will be established in Autumn 2024.

DEVELOPING THE NORTH LONDON MENTAL HEALTH PARTNERSHIP CLINICAL STRATEGY

Currently, C&I and BEH have separate Clinical Strategies which were developed pre-pandemic. A lot has changed since then, such as:

- The development of our North London Mental Health Partnership and progress with our transformation programmes
- Changes in the needs and demand for our services, leading to new ways of working
- Challenges around workforce and health inequalities, leading to reprioritisation and the need to re-focus our priorities



In view of this, work began earlier in the year to develop a Clinical Strategy across our North London Mental Health Partnership which aims to deliver on the Partnership vision and priorities and reflect a holistic approach of promoting health and wellbeing.

The Partnership Clinical Strategy is being co-produced and the development of this seeks to meaningfully involve our service users, carers, staff and partners, with a strong focus on quality, safety, effectiveness and service user experience and outcomes. It will also importantly consider equality, diversity and inclusion, recognising and seeking to address the prevalent health inequalities that exist. We have already held several engagement sessions and aim to finalise the strategy by January 2024. We'll share more detail with you in the coming months.

TRUST RECEIVES 'GOOD' RATING BY THE CARE QUALITY COMMISSION

Inspected and rated

Good



We're pleased to announce that, following a comprehensive Care Quality Commission (CQC) inspection at the end of last year of C&I's nine acute wards for adults of working age and our two psychiatric intensive care units, the service has gone from 'Requires Improvement' to 'Good'.

This is a testament to our divisional team and frontline staff for all their hard work and for everything they do every single day, striving to give the best possible care to our service users and their families. This was reflected in the CQC rating the service 'Good' for being effective, caring, responsive to people's needs and well-led.

The CQC's many positive findings include that our service treats people with compassion and kindness, respecting their privacy and dignity, and understanding their individual needs. The report also found that staff managed risk well, minimising the use of restrictive practices, and that teams had access to the full range of specialists required to meet people's needs. They understood the individual needs of patients and actively involved them, and their families and carers, in care decisions. The service was also found to be well-led and the governance processes ensured that ward procedures ran smoothly.

Similar to many NHS trusts, it was reported that the service faced pressure due to not having enough permanent nurses and it was recommended that we develop strategies to reduce the impact this may have on people's care. This is something we're closely focused on across the North London Mental Health Partnership, with numerous initiatives to help recruit new staff and retain more of our existing staff, but, as we all know, this is a national challenge across the NHS at the moment.

We have studied the report findings in detail and have developed a robust improvement plan to address the areas still needing work. [You can read the report in full here.](#)

UPDATE ON ST PANCRAS TRANSFORMATION PROGRAMME

Highgate East Inpatient Facility and Lowther Road Community Mental Health Centre

The countdown continues to the completion of our new flagship inpatient facility at Highgate East and our purpose-built community mental health centre at Lowther Road. These exciting new facilities will re-shape the way that our staff can deliver care to service users.



Our new Highgate East inpatient facility will open in early 2024



Lowther Road will provide community mental health services in the heart of Islington and is expected to open in early 2024

St Pancras Hospital Site

We continue to work with our development partners to bring forward a vision to redevelop the St Pancras Hospital site, in order to provide exceptional clinical care in modern, accessible and sustainable mental health facilities in the local area, and deliver a place which is welcoming to all.

Our ambition is to promote the physical and mental wellbeing of those living, working and visiting the area, through open space, workspace, and homes alongside new modern clinical buildings.

Thanks to everyone who joined us at our recent consultation events which took place earlier this year. It was great to see so many of you as we discussed our early vision for the redevelopment of the St Pancras Hospital site. If you weren't able to make it to one of our in-person or online sessions, you can view [the material presented here](#). We're now developing our proposals and will share more detail with you in the coming months, so watch this space!



In July, a special ground breaking celebration was held to mark the start of construction to build Oriel, a new eye care, research and education centre in Camden. The two-acre site earmarked for Oriel was acquired by Moorfields from C&I on 1 February 2023.

For more information about the St Pancras Transformation programme and opportunities to have your say visit our Trust website:

<https://www.candi.nhs.uk/about-us/plans-redevelop-our-facilities> or sign up to our 'Journey to Better Mental Health' newsletters. You can also direct any questions you have to: stpancrastransformation@candi.nhs.uk.

UPDATE ON SERVICE PROVISION

Camden's Drug and Alcohol Service, which has been successfully delivering community substance misuse services to people in the borough since 2013, transferred from C&I to the Camden-based charity, Change Grow Live in April 2023.

On a different note, we are delighted to announce two business bid successes across our North London Mental Health Partnership.

Following a competitive procurement process over the summer, C&I retained the Op Courage Veterans Mental Health service contract, to deliver specialist mental health care for veterans living in London.



The BEH Specialist Services Division, alongside prison partners Practice Plus Group (PPG), secured new contracts for HM Prison Wormwood Scrubs and HM Prison Pentonville which commenced in May 2023.

SUMMARY FROM THE APRIL COUNCIL OF GOVERNORS MEETING

Our Council of Governors held its first meeting of the new financial year on 25 April 2023 and covered some key business, including:

- The aims and objectives of our new North London Mental Health Partnership Strategy;
- A featured update on the Trust's approach to and use of restraint and seclusion;
- Reports from our Board's Quality and Safety, People and Culture, and Finance and Investment Committees;
- Reports from our Chief Executive, Interim Chair and Lead Governor; and
- Updates from the Governor Working Groups and Committees, including on the recruitment of the substantive Chair and Non-Executive Directors.



To view the meeting papers, please visit the following link: <https://www.candi.nhs.uk/about-us/who-we-are/our-governors/board-papers>.

UPCOMING COUNCIL OF GOVERNORS MEETING



Remember, the quarterly meetings of the Council of Governors are open to members of the public. The next meeting is taking place at 5pm on Tuesday 5 September 2023 at St Pancras Hospital. If you're interested in attending, please contact Trust.Secretary@candi.nhs.uk. We look forward to welcoming you!

INVITATION TO OUR ANNUAL MEMBERS' MEETING

We'd like to invite you to attend our Annual Members' Meeting taking place on Thursday 5 October 2023 at 4pm on Microsoft Teams.

The Annual Members' Meeting is a chance for Trust members, service users, carers, staff and members of the public to come together to learn more about our Trust and the great work we've been doing over the last 12 months. It also discusses our future vision and gives you the opportunity to ask questions.

If you would like to attend or have any queries in advance, please contact Communications@candi.nhs.uk.



WELCOME TO OUR NEW CHIEF FINANCIAL OFFICER



In July, we welcomed Samanthi (Sam) Gibbens (pictured left) as our new Chief Financial Officer working across our North London Mental Health Partnership.

Sam joined us from East London NHS Foundation Trust where she most recently held the role of Interim Chief Finance Officer. She has over 20 years of financial experience across the health sector. She has worked at the Department of Health, the previous North Central London Strategic Health Authority and has led on major service transformations and service expansions. Sam is very passionate about staff diversity and inclusion and continuous improvement. We are excited to have Sam join our Board of Directors and look forward to working with her.

Sam succeeds David (Dave) Wragg who retired at the end of July after serving more than 36 years in the NHS. Dave led a long and distinguished career, and he will be missed enormously.



CELEBRATING PRIDE MONTH



Throughout June, our LGBTQ+ community and their allies came together for Pride Month to celebrate their amazing achievements, as well as addressing the challenges many still face.

Our LGBTQ+ staff networks across the Partnership - The Rainbow Network at C&I and Stand Out at BEH - organised an exciting and diverse line-up of events and activities. These included informal drop-in sessions for staff to talk in a safe space, Allyship training, an educational webinar on substance misuse within the LGBTQ+ community, and drag bingo, amongst others. Thanks to all who organised and attended the events.

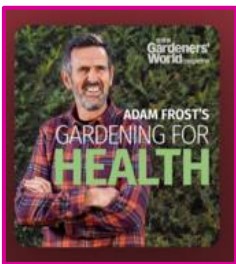
To round off Pride Month, members of our networks attended the Pride March in London along with over 30,000 others, in this annual iconic demonstration of solidarity.

BBC RADIO INTERVIEW ABOUT DEMENTIA

C&I Consultant Psychiatrist Professor, Gill Livingston, gave a warm, informative and engaging interview live on BBC Radio London earlier in the year. She outlined the latest research in this area and explained what people can do to reduce their risk of developing dementia. [Listen to Monday's interview here on the BBC iPlayer](#). Scroll to 3 minutes and 43 seconds on the orange bar to find it.



GARDENING AND MENTAL HEALTH



Isolation and loneliness are big problems that can impact all areas of our mental health – but could gardening go some way to connect isolated people with others? Adam Frost speaks to Andrew Kingston from our Community Recovery Service. Andrew works with elderly service users to help prevent loneliness and he's seen first-hand how gardening can make a difference. To listen to the podcast on Spotify, please [click here](#).

HAVE YOU THOUGHT ABOUT VOLUNTEERING?

We have had to change how we operate over the years, particularly in response to the pandemic, to meet the changing needs and demands of our services and our service users.

Our volunteers are an integral part of our workforce and complement the work of our paid staff. They enhance the provision of services and experience provided to our patients, service users and their carers.

Volunteering is a great way to:

- Contribute and give back to the local community;
- Develop your skills or experience;
- Use your existing skills or experience to help others;
- Meet new people and make friends;
- Do something interesting and meaningful with your free time; and
- Build your confidence.

Volunteers Checklist

- Must be at least 18 years of age and require
- Disclosure & Barring Service check
- Occupational Health and reference checks

If you'd like to volunteer or find out more, please contact our Voluntary Services Team at Volunteers@candi.nhs.uk or telephone on 020 3317 7146. Also keep a look out for what's happening during National Volunteer's Week, taking place week commencing 1 June 2023.

WORK WITH US TO MAKE OUR SERVICES EVEN BETTER



We have created an involvement register so that patients / service users and carers who are interested in engaging with the Trust can express their interest about getting involved. This could range from receiving information such as newsletters or opportunities to share your experiences of our services, to helping us recruit the right staff or helping to shape services and create positive change through participating in Quality Improvement projects.

If you are interested in joining our Involvement Register, please complete this [Expression of Interest Form](#). Alternatively, please contact our Patient and Carer Experience Engagement Lead, Joanne Scott at engagement.experience@Candi.nhs.uk.

SOURCES OF SUPPORT FOR MENTAL HEALTH

We'd like to share with you some useful sources of support that can help if you or someone you care for needs help with their mental health:

- If the person in need of help is cared for by mental health services provided by C&I:

During working hours, please contact the team that coordinates your / their mental health care on a long-term basis.

If you / they need urgent mental health support outside of that team's working hours, contact the Crisis Single Point of Access on Freephone 0800 917 3333. This number is available 24 hours a day, 7 days a week.



- If the person in need of help is not under the care of mental health services:

In the first instance, please contact your / their General Practitioner (GP) and ask for an urgent appointment. This will allow you to discuss your / their experiences and situation with someone who can help to identify what might be happening to you / them and organise further help as needed.

If you do not feel that you / they can wait to see a GP, please contact the Crisis Single Point of Access on Freephone 0800 917 3333. This number is available 24 hours a day, 7 days a week.

- General Health enquiries:

For general health enquiries, please dial 111. Residents can, if they wish, still contact their GP or local pharmacist for care advice. The NHS 111 service does not replace the emergency 999 service which should be used in life threatening circumstances.

HEALTH SERVICE DISCOUNTS – ARE YOU TAKING ADVANTAGE?

As a foundation trust member
you are eligible for
healthservice discounts



We know times are tough with the 'cost of living' crisis, so we thought we'd remind you that, as a foundation trust member, you are entitled to register online with Health Service Discounts. This gives you access to the same discounts from major retailers as NHS staff. To register for Health Service Discounts, please visit <http://www.healthservicediscounts.com/> and complete the 'join now' section on the homepage.

GOVERNOR PROFILE

We thought it would be a good idea to share the profile of one of our Governors in this newsletter. This will help our members get to know more about Governors who can come from various walks of life. Quite fittingly, we're starting with Frances Bradley who chairs the Governor Membership and Engagement Working Group.

"It was interesting to become a Governor at C&I two years into the pandemic when the impact of social isolation had made mental health much more widely understood as a public health issue.



During my general nursing training back in the late 1970s, when I worked for eight weeks on a locked psychiatric ward at Woodside, Muswell Hill, I came away with the impression that many of the patients' mental health problems had a social or structural origin. I'm very pleased therefore at the current shift in the NHS towards promoting health, and a recognition of the impact on mental and physical health of poverty, racism and discrimination.

In line with this, C&I's new proactive community outreach is an opportunity for Public Governors - I'm one of the five who represent Islington - to work collaboratively and with the support of the Trust. I'm very keen that members exercise their democratic right to stand and/or vote in Governor elections, as this is the mechanism by which the Trust is answerable to the public for what services it provides, and how and where they are provided. The next Governor Elections will be held in summer 2024.

In addition to helping the Trust better understand and serve local communities, Governors hold the Non-Executive Directors to account for their oversight of Executive Board decisions. Having previously worked in a small business, it has been very interesting and rewarding to gain insight into the structure and administration of a huge organisation like the NHS and to understand the challenges C&I faces within that, as well as learning about the successes. I have recently seen how the Veterans Service supports people in a variety of ways, and especially exciting is the new The Comedy School course which is proving very popular with veterans and audiences alike.

Governors can also initiate and have funds to allocate for extra activities for service users, which feels like a very positive aspect of being a Governor.

As I get older and better understand the injustices of the modern world, I have become more of an active campaigner. As such, I am part of Islington Pensioners Forum (where, amongst other things, I write on environmental issues). I also chair the Islington branch of Keep Our NHS Public."

DATES FOR YOUR DIARIES (INCLUDING EVENTS OPEN TO MEMBERS AND THE PUBLIC)

Please review the below schedule as it is updated regularly throughout the year

Date:	Time:	Event:
SEPTEMBER 2023		
5 Sep	5:00-7:00pm	C&I Council of Governors meeting in Public at St Pancras Hospital To attend, please contact: Trust.Secretary@candi.nhs.uk
<p>Additionally, we have a couple of St Pancras Transformation Programme stakeholder engagement events planned in September. This is the third phase of public engagement and will take place on 20 and 23 September 2023. Details are still to be finalised and will appear on the St Pancras Hospital redevelopment consultation website which can be reached via this link.</p>		
OCTOBER 2023		
2 Oct	11:00am-1:00pm	Partnership Board Meeting in Public at St Pancras Hospital To attend, please contact: Trust.Secretary@candi.nhs.uk
5 Oct	1:30-3:00pm	BEH Annual General Meeting on Microsoft Teams To attend, please contact: beh-tr.communications@nhs.net
5 Oct	4:00-7:00pm	C&I Annual Members' Meeting on Microsoft Teams To attend, please contact: Communications@candi.nhs.uk
NOVEMBER 2023		
23 Nov	2:00-4:00pm	Partnership Board Meeting in Public at St Pancras Hospital To attend, please contact: Trust.Secretary@candi.nhs.uk
DECEMBER 2023		
5 Dec	5:00-7:00pm	C&I Council of Governors meeting in Public at St Pancras Hospital To attend, please contact: Trust.Secretary@candi.nhs.uk

You can find the dates and papers for Board meetings on our website by [clicking here](#). This also includes the performance report which outlines how the Trust is performing. The dates and papers for Council of Governors' meetings can be found by [clicking here](#).

If you have any queries on the content of this newsletter or would like to share your feedback and any suggestions on topics you'd like featured in future editions, please contact: Membership.BSO@candi.nhs.uk.

If you haven't already done so, please connect with us on social media. Links are given below:



Twitter - [@CI_NHS](https://twitter.com/CI_NHS)



LinkedIn - [Camden and Islington NHS Foundation Trust](https://www.linkedin.com/company/camden-and-islington-nhs-foundation-trust)



Facebook - [Camden and Islington NHS Foundation Trust](https://www.facebook.com/camdenandislingtonnhsfoundationtrust)



Instagram - [CI_NHS](https://www.instagram.com/CI_NHS)

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