

# Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

## Members meet staff at Borough Focus Groups



In January trust members were invited to Borough Focus Groups held in each of our three boroughs of Bromley, Bexley and Greenwich.

The focus groups are held annually and are an opportunity for governors and senior

managers to meet trust members and seek their views on Oxleas' Annual Plan.

Over 100 people who attended the focus groups were given an overview of the trust's annual planning process and priorities for 2011 to 2012.

Group and plenary discussions followed where members were asked to comment on the trust's priorities. A table at the Bexley focus group is pictured above.

We will be reporting on the feedback from the focus groups in the next edition of Exchange.

## Greenwich Community Health Services

Greenwich Community Health Services (GCHS) are set to join the trust in April 2011 subject to approval by Monitor (the independent regulator of NHS foundation trusts) and NHS London.

When GCHS join, and following the transfer of Bexley's CHS in July 2010, 40% of our workforce will be community health focused.

Oxleas Chief Executive Stephen Finn believes that the transfer will bring significant benefits to these services, our existing services and the residents of both Greenwich and Bexley. Speaking at the trust's Annual Members' Meeting in September, he said: "community health services being part of

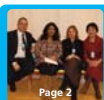
Oxleas will be really positive for both patients and staff. In particular I think the key is trying to end the artificial divide between mental health and physical health."

GCHS provides a range of highly regarded services covering all age groups: from paediatrics through to care of the elderly. Around 750 staff will transfer in a variety of professions. They provide these services in locations such as health centres, schools, children's centres, GP practices and patients' homes.

As a result of the transfer, there will be no disruptions to the services people receive and patients will still see the same member of staff in the same location.

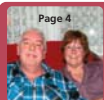


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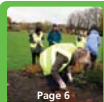
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# Welcome

# Oxleas Exchange



Stephen Finn, Chief Executive

## Integration will benefit our service users

The plans for Greenwich Community Health Services (GCHS) to join Oxleas are developing at quite a pace (see front page).  
Following discussions between the two organisations and a process of due diligence, the boards of Oxleas and Greenwich Teaching Primary Care Trust have agreed the plans. Subject to approval by Monitor and NHS London, we look forward to GCHS joining us in April.  
GCHS has developed an enviable reputation for high quality services. In our meetings with staff and visits to services we have been very impressed by the commitment and professionalism of everyone we have met. It was therefore no surprise that the GCHS Virtual Admissions Avoidance Team won the HSJ award for best efficiency initiative (see page 3).  
Congratulations to all involved and we look forward to welcoming you to Oxleas and working with you to improve the health and

welfare of residents of Greenwich.  
As Oxleas expands to provide a wider range of services, we want to increase our membership too. We are particularly keen to recruit members who are interested in services who have experience of community health services. We wish to ensure that these services are well represented in our discussions and that we link in the community are strengthened.  
Please ask your friends, family and work colleagues to join. Membership is free and is open to anyone, aged 14 and over, living in the boroughs of Bexley, Greenwich and Bromley. You can join by visiting our website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk) or by calling 01322 625754.  
We are entering a period of great change in the NHS with the recent publication of the coalition Government's Health and Social Care Bill. We will continue to focus on improving quality and maintaining financial stability while supporting and adapting to

the new structure of the NHS locally.  
Our planning for 2011/12 is well underway and we would like to thank the members who attended our Borough Focus Groups. Your feedback is an important part of the process and will be summarised in the next Exchange.  
The National Patient Survey (see page 3) is carried out annually by the Care Quality Commission in order to get feedback from people who use our mental health services. In the last issue of Exchange we reported that the 2010 survey was our best ever, showing that we have been able to make positive changes in areas where service users told us we needed to improve.  
We must not be complacent however, and now that the 2011 survey has been sent out we are once again requesting that anyone who receives a questionnaire fills it in and returns it. The results of the survey are crucial to us as they show what is working well and where we need to improve.



Dawn Mellish, Chair

## Bracton Centre triumphs in Koestler Trust awards

Bracton Centre service users have scooped a record trust haul of 14 awards from the prestigious Koestler Trust prison arts charity. The awards were presented at a special ceremony on Wednesday 15 December at the Bracton Centre, the trust's medium secure unit.  
The awards this year included three gold, three silver and three bronze medals, one highly commended and four commended.  
Opening the proceedings, Director of Forensic and Prison Services, John Enser said: "This is a tremendous achievement for all involved. Bracton Centre winning entries included drawing, rap music, journalism, greeting cards and creative writing – the spread of creativity is absolutely amazing and I'm really proud of you all."  
The awards were presented by the Koestler Trust's Director of Business, Joyti Waswani. She said: "We received over 6,000 entries nationwide this year so the results at the Bracton Centre are phenomenal. Out of a total of 230 golds the three won by the Bracton represent a massive achievement. I feel privileged and honoured to be here today – there is so much warmth here and you have all made me feel very welcome." The judges this year included the renowned

film director Mike Leigh, poet Wendy Cope, and writers Will Self and Anthony Horowitz.  
The Koestler Trust has been awarding, exhibiting and selling artworks by offenders, detainees and secure patients for over 47 years. The awards inspire people to take part in the arts, work for achievement and transform their lives. Head of Occupational Therapy at the Bracton, Patsy Fung said:

"Some of our service users have never won anything in their lives. These awards really build their self-esteem and help them to believe that they can achieve positive things."  
The annual national exhibition of this work attracts 10,000 visitors - showing the public the talent and potential of offenders and people in secure settings. The Koestler Trust depends entirely on donations.



Seated on one of the gold winning entries, from left: John Enser, Joyti Waswani, Bracton Centre Koestler Arts Coordinator Louise Sheridan and Patsy Fung.

# News

## Our promise with National Patient Survey

If you use the trust's community mental health services you may have recently received a questionnaire for the 2011 National Patient Survey.  
The survey is sent annually to a random sample of 850 people who use Oxleas' mental health services throughout Bexley, Bromley and Greenwich.  
The survey is a vital opportunity for the trust to learn what the people who use our services think of those services so if you have received one it is really important that you fill it in and return it. The results will be used to prioritise the improvements to our services that you tell us will make the most difference.  
The trust's commitment to the 4 must do priorities which are areas highlighted in past surveys where service users and carers told us we needed to do better. Copies of the

promise - which explains what a service user can expect every time they meet with a member of staff - have been sent out with the 2011 survey.  
If you need help to complete the questionnaire, you can ask a member of staff, a carer or friend, or you can call the trust's Patient Advice and Liaison Service on 0800 917 7159.  
The trust will fund local groups that support mental health service users with £10 for every survey returned.  
The final date for return of the questionnaire is 2 May 2011.



## Virtual team wins HSJ award Russell completes his big swim



The team at the HSJ awards ceremony

Some talented people will be joining the trust later this year when Greenwich Community Health Services (GCHS) integrates with Oxleas, as is planned in April.  
The GCHS Virtual Admissions Avoidance Team was awarded the Efficiency Initiative of the Year award at the 2010 HSJ Awards staged at the prestigious Grosvenor House Hotel in London recently.  
The judges were particularly impressed by the partnership working across the whole health and social care system and how the initiative delivered better defined pathways and improved value for money.

One year on from embarking on a hugely ambitious year long sea swimming marathon, Head of Communications Russell Cartwright has triumphantly completed his final stroke.  
The epic swim through Britain's chilly coastal waters was to raise cash for Maggie Dance, a Bromley based charity for people with learning disabilities.  
In every month during 2010 Russell swam in the sea at a different place in Great Britain, starting in January on New Year's Day in Broadstairs and finishing in December on New Year's Eve where he dodged the ferries in Dover, Russell said: "The challenge has been great fun but very cold at times. Highlights include swimming in halibutons the size of golf balls in January, swimming with several of Maggie's dancers in August and swimming with my 61 year old mum in November. I'm hoping that the weather takes a turn for the better"



Russell - in navy, back row - with Maggie Dancers and friends on Camber Sands

## Telling it through song

The splendour of King's College Chapel in London was recently the setting for a unique event made possible by the dedication – and courage – of Dr Pauline Cooper, Head Occupational Therapist at the Activity Suite, Woodlands Unit; Trust Carers' Lead and carer Anna Chan and ex-service users Kathleen Kennedy and Maria Maranki.  
The 'Songs of Affliction' project involved staff, carers and service users writing their personal experiences of illness and care. These were then set to music with the help of John Browne, Composer in Residence at King's College.  
With only four weeks to prepare, the intrepid group performed successfully in the chapel with the King's College Symphony Orchestra. All felt that their confidence and self esteem had grown through the project.



## How caring became a way of life for Pat and Mark



Pat and Mark Forde are paid carers. For the past 22 years they have shared their home with people with learning disabilities (LD), usually three at a time. They have looked after young adults and people at the end of their lives. It is a job like no other, 24 hours a day, seven days a week. Exchange visited them at their home in Charlton to find out why they chose this lifestyle.

The couple met in the 1970s while working in old people's homes and decided to take up caring after Mark retired early with ill-health. Unlike today, there was no training or CRB checks and no one scrutinised carers' finances. Mark confesses to some initial trepidation: "There was an adjustment that had to be made to having total strangers in our house - especially as we were given very little information about them." Pat agrees: "It was a totally different lifestyle, but we took to it and learned the skills we needed as

we went along. Over the years we've had people from 18 to over 60 years old. We've helped young men to move on by teaching them basic life skills, but some of our ladies have stayed with us for a number of years." Their bedroom is their private space; the rest of the house, as well as much of their lives, is shared. They have to learn all about each person, whether they have physical or emotional difficulties and this can be harder than you'd think, as Pat explains: "One of our ladies couldn't speak, so we had to learn how to communicate without words and to look for little signs that would tell us what she needed." Mark adds: "We provide lots of personal care like washing and dressing and emotional support. Some have had no real emotional relationships with their parents and find it hard to express their feelings. It can be emotionally draining but also rewarding as most people make real progress in their time with us."

People come to them for a variety of reasons. Some have elderly parents who can no longer look after them while younger people may want to leave home but be unable to live independently. And, sadly, says Mark: "Some parents don't want them. We had someone once who came to us not knowing he could have a choice - for instance what to have for dinner or what to do during the day. So we teach people that they are wanted and valued and that they do have a say in their own lives."

In July 2010 Sarah, who had Down's Syndrome and had lived with the couple for 15 years, died at home of pneumonia, having been ill with Alzheimer's disease for some time. Such was the level of care she received while ill, the couple were nominated for the International Dementia Excellence Awards (Unsung Hero category) which recognise those who work to improve the quality of life of people with dementia. Pat remembers: "Sarah changed from being a bubbly person who did her own shopping and regularly attended TOPS (the trust's older persons' day service at Goldie Leigh) to a flat personality who sat constantly in the living room. It would have been normal for her to go into a residential nursing home, but we adapted the house so she could have a room and bathroom downstairs and looked after her to the end."

Pat and Mark are full of praise for Catherine Nairn, Coordinator, Community Living And Support Scheme (CLASS), London Borough of Bexley, who coordinates the 'Shared Lives' scheme to which they belong. They say they have also received fantastic support from other local services without which they could never have given Sarah the care she needed. It may not be for everyone, but Pat and Mark would not hesitate to recommend caring for someone with a learning disability as an enjoyable and fulfilling lifestyle.



The scene from Pinewood House

John went on: "Staff have been excellent with lots of people doing 24 hour shifts during this difficult period."

And Helen White, Joint Service Manager, Community Learning Disability (LD) Team at Stuart House in Halfway Street, Sidcup, was full of praise for Amanda Gill, a secretary with the LD team who made it in to work everyday from Barking despite all the tunnel closures and appalling weather. She even said she found it all "exciting!" Darren Ward, Acute and Community Services Manager based in Banbury House, Chislehurst, said: "The real stars in Bromley are the nursing and medical staff that slept overnight and ensured that patients were safe."

## Staff soldier on through whiteout

The coldest December since records began may have made a pretty picture (see Pinewood House car park right), but it also made travelling to and from work a nightmare for many. However, undaunted by the worst the weather could throw at them, many staff battled through the snow and ice to get to work and even camped out in their offices to make sure that services were not affected.

John Ender, Director of Bexley and Forensic Services, paid tribute to Bill Stewart, the Bracton Centre's Clinical Nurse for "working 15 hour days, diving through the snow and ice into Kent and around south east London to pick up staff to get them to work."

## Making information easier to understand

Exchange recently visited the "Can you understand this?" group that meets at The Older Person's Service (TOPS) Day Centre on the trust's Goldie Leigh site.

The group reviews documents used by the trust to make sure they can be understood by people with learning disabilities (LD). Its members include several people with LD as well as staff.

One of the group's members is John Clarke, resident at Atlas House, an assessment and treatment unit for adults with LD based at Goldie Leigh. Exchange asked John what he has been doing recently.

John said that he had enjoyed manning the learning disability stall at the Annual Members' Meeting in September: "I got to speak to all the top notes. I told them about Atlas House, about the activities we do, like adult education and "muddy boots" when we walk around the woods." He was also keen to tell us about his experience standing as an 'MP' for the Partnership Board. There are five MPs, who are service users elected to sit on the board along with staff. John made a video statement and went canvassing at the Sherwood Road Day Centre. The issue he chose to stand on was homelessness. John takes up the story: "There are lots of empty houses and lots of people on waiting lists. These houses could be used for people like me - I'm basically homeless. I didn't get enough votes to be an MP but I tried. I was sticking up for people like me."

When Exchange visited, the group was reviewing a leaflet on Criminal Records Bureau (CRB) checks and agreeing on what help is available when the Community

Learning Disability Team is closed. Though the pre-Christmas meeting had a festive air complete with mince pies and yule log, the group clearly took its business seriously, with each leaflet discussed in detail before being printed.

John explained why he joined the group: "Some people can't understand the leaflets. It helps to make them easier to be understood by using simpler words and pictures." The group uses a checklist to assess each leaflet and everyone takes part in making suggestions as to how to it can be made clearer. Then a new version is produced which will be given our review at the next meeting and if ok approve for use in the trust. John again:



From left, Julie Gould, John Clarke, TOPS Manager Kaye Jones, and Ward Administrator Sharon Rodrigues

## Tony's walk longer than the road to Damascus

A quarter of a century ago Tony Russell walked to every professional football club in England and Wales - a staggering 2,355 miles - to raise money for cancer research. That's farther than from London to Damascus in Syria. And now, at the age of 56, he plans to trek the same epic distance - this time walking to mental health organisations.

Starting on 22 March at the Bethlem Hospital in Beckenham, Tony will then head north visiting sites around the country that support mental health through the creative arts. Tony is the founder of Breakthrough Art, which promotes positive mental health through the creative arts. It showcases the artistic talents of people with mental health problems through its Reflections Magazine and campaigns to influence national policy on art and mental health.

The walk will raise funds to support the work of Breakthrough Art and also the charity Combat Stress, which supports ex-service personnel with mental health

conditions such as post traumatic stress disorder (PTSD).

Tony, who has suffered from mental health problems himself, believes that publicising the talents of people with mental health problems can help to restore their self-worth and confidence.

But there is another more philosophical objective to Tony's walk. For unlike Saul on the road to Damascus, he is hoping for a revelation. Calling his journey the "What's it all about epic charity walk" Tony will be interviewing politicians, celebrities and senior health professionals along the way in a bid to discover the meaning of life, the universe and everything.

Oxleas is the second trust on Tony's walk. To support it, we will be holding a health and arts festival at Memorial Hospital, Shooters Hill on 24 March where Tony will be the guest of honour.

Members can support Tony by buying T-shirts for £10.00 each. Cheques should be made payable to Breakthrough and sent to:

"I enjoy meeting new people and helping people like me so they can understand what each document means." John has lots of interests outside the group. He enjoys painting abstract pictures and is planning trips to visit art galleries. He is also interested in vintage cars and used to own a Morris Minor which he serviced himself. And it's clear what he wants from the trust: "Some people mock people with LD. It's all wrong. They can't help being what they are. Kids used to torment me - it's not nice to go through that. Oxleas needs to help people get through LD - to teach them skills like maths or how to write - to do things by yourself and become confident."

7, Eshton Court  
Mappellwell  
Barnsley  
S75 5QG

To find out more about Breakthrough Art or for details of Tony's walk, go to [www.breakthroughmhart.com](http://www.breakthroughmhart.com)



Tony Russell

## Exchange stories

## Bromley scheme transforms lives as well as green spaces

A fantastic opportunity has arisen for people with mental health needs in Bromley to get involved in horticultural activities that can improve mental and physical wellbeing.

"Branching Out" is a two year scheme offering four six month horticultural courses to Bromley residents with mental health conditions. It was launched in June 2010 and runs to May 2012. It is funded by Ecominds, a grant programme run by mental health charity Mind as part of their Changing Spaces Programme. Delivery is through a partnership group: local mental health charities Community Options and Bromley Mind, London Borough of Bromley Field Studies

Centre and Bromley Adult Education College. People taking part in Branching Out are known as 'volunteers' and attend two days a week from 10am to 3pm. They receive professional training at the TrEE Centre at the SADBURY Nature Reserve in Chislehurst and get 'hands on' practical experience in local green spaces in Bromley. Louisa Allen is Employment and Skills Manager at the Bromley Field Studies Centre which runs the TrEE Centre. She explains that while there is an element of classroom based folder work, "The practical physical activities are an important part of the course. This brings benefits to both physical and mental wellbeing."

Each course takes 13 volunteers and a total of 52 will learn about planting, conservation and green gardening techniques. They will also learn about health and safety, customer services and team skills. The aim is for them to fulfil their potential and learn new skills that can help them enter the job market – with or without continued support.

Exchange went along to the Whitehall Recreational Ground in Bromley to meet the Branching Out volunteers and the 'friends' group they were assisting. Despite a chilly and wet November day, the volunteers were enthusiastically weeding beds and planting an impressive 1,000 Spring bulbs – each planted expertly at the correct depth from the surface and distance from its neighbours. Keith was enthusiastic about the course. He said: "It gives me skills and qualifications. Gardening is natural – anyone can do it, and it's something I'm succeeding in. After the course ends I would like to work in gardening."

Louisa says that the volunteers on the first course – which ended in December 2010 – have overachieved and are set to gain their qualifications, but she stresses that there's more to it than that. "Sustainability is a big part of it – helping the volunteers to move on when the course finishes, for instance forming links with local friends groups that they can stay involved with in the future, and helping them to move towards employment."

There are still a few places on the current course which runs from January to June 2011. To find out more and for bookings please contact Cheryl Evans on 020 8313 9735 or [cheryl@community-options.org.uk](mailto:cheryl@community-options.org.uk).

You can find more information, photographs and blogs about Branching Out at [www.developarts.co.uk/index.php/Pathways-to-the-ARTS/branching-out.html](http://www.developarts.co.uk/index.php/Pathways-to-the-ARTS/branching-out.html)

A longer version of this article can be found on the trust website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)



The Branching Out group planting spring bulbs at the Whitehall Recreational Ground in Bromley

## Richard turns new page in gap year project - 44 years on

Director of Finance, Richard Page, recently returned from a five week sabbatical in Malawi during which he undertook a consultancy project with a textile mill run for people with disabilities. The consultancy was coordinated by Voluntary Service Overseas (VSO).

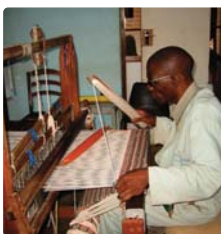
"When I left university" says Richard, "I did what is now called a gap year with VSO in Malawi, and here I am 44 years later doing what is almost a gap between working and retiring, and back in the same country."

The factory is run by MACOHA (Malawi Council for the Handicapped) and was set up about 30 years ago to train and employ people with disabilities. The staff of over a hundred make a range of textile products, ranging from school uniforms, through screen printing, tie-dyeing, hand spinning and the weaving of rugs. Richard told us that the

main problem was that the factory was making a huge loss and so was absorbing a large percentage of the MACOHA government funding instead of making a surplus to help re-invest in new employment projects. His project was to undertake a guided self-assessment which would be the basis for deciding what longer term help VSO could offer in building knowledge and skills capacity.

He set up a short term recovery plan for marketing and sales and is hoping to be able to do further work with them next year. "Hopefully I will be able to do some more work to get their sales and production up so they can start to be financially self-sustaining – and once I have retired from NHS I will be able to spend more time there."

Richard is due to retire at this year's Annual Members' Meeting in September.



A blind weaver at work in the textile mill

## Exchange stories

## Award-winning service is a life-saver for abuse survivors

Exchange met with Maggie Schaedel to find out about the work of Bromley Woman's Service, winners of the 2010 Recognition Award for Partnership. Staffed mainly by volunteers the service provides psychotherapy to survivors of serious sexual abuse.

Maggie is the Consultant Lead Adult Psychotherapist in the service and also an Honorary Lecturer in Psychotherapy at The University of Kent. She has spent nearly a quarter of a century working in psychotherapy with the NHS and in universities and set up the service in 2002, originally as a two-year pilot which was extended when the trust discovered the huge demand. As far as she is concerned "Empathy is the single most important tool of any therapist."

For the survivor to gain from the service they need to build up a relationship with their psychotherapist and that is why the treatments are long term, usually over a year. There are four main types of therapy offered, explained Maggie – the arts, psychodynamic psychoanalysis, group psychotherapy and couples' psychotherapy. With some women the horror of their experience has left them speechless, and for them sometimes the arts can herald a great relief and give vent to those innermost hidden traumas in drawings and painting. Other survivors will go to the clinic at Stepping Stones in Bromley, for psychodynamic psychotherapy. This therapy

is based on exploring and working through what lies deep within the mind, taking reference from significant experiences, dreams, events, and how they have an impact on the here and now.

"The experience of child sex abuse affects many levels of existence, including physical health", Maggie continues. "There are high rates of irritable bowel syndrome (IBS), gynaecological problems, not to mention mental health issues such as personality disorder, psychosis, post traumatic stress disorder, depression, anxiety, suicide attempts, eating disorders, addictions, and rates of self harm are particularly high. There are often difficulties with intimate relationships."

"The prime task is to learn to trust another human being where previously the adults were not trustworthy," said Maggie. The group sees an average of 60-70 new referrals in a year and has a caseload of 50 women, who are seen by a therapist every week, with each session lasting about 50 minutes.

At the awards ceremony last year the Woman's Service was said to be "a real example of clinical excellence, successful partnership agreements and with a strong user focus." One patient's emotive comments were read out in the presentation ceremony by Oxleas Chief Executive Stephen Finn: "For the past 41 years I have existed with the devastating effects of being physically, emotionally and

sexually abused as a child. There are no easy words to describe that violation of my very being that caused a self loathing forcing that part of me to exist in a non-place. A place so bleak and scary that I could never imagine finding the courage to visit what was locked inside and wouldn't have but for the support of The Woman's Service... My developing sense of self is fragile and I struggle to keep hold of it but with the ongoing relationship with my therapist through The Woman's Service I believe I will get there."

A longer version of this article can be found on the trust website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)



## Campaign to protect vulnerable adults is underway

Vulnerable adults can be at risk from harm or exploitation from anyone and this can happen anywhere. Over the coming months the trust will be running a campaign to promote awareness of the importance of safeguarding adults. Articles will appear in Exchange and One Oxleas, our staff email bulletin, and posters will appear on staff notice boards around the trust.

Exchange talked to Ruth Wieren, Adult Safeguarding Coordinator, Bromley Council, about a recent case where the actions of support agencies resulted in an elderly woman with advanced dementia receiving improved care and being able to remain in her own home.

Ruth says that at first support agencies were concerned that the woman could be suffering from "an alert was raised by care assessors (respite care from mental health charity Bromley Mind) who noticed a bruise on her forehead and a plaster on her leg. They were also concerned that she was on her own in bed all day with no stimulation and that she might be being neglected by her son who was also her primary carer."

Immediate action was taken by the care manager in the Older People team to involve the woman's GP who found that her injuries were consistent with her son's explanation that they had happened while playing with her to a dog. Ruth again: "Her son was initially quite shocked when the case was referred by Bromley Mindcare to Adult and Community Services (ACS), but agreed to work with the Bromley Older People's team to look at safer options for his mother's care."

ACS held a strategy meeting which found that the son was very motivated to keep his mother at home for as long as possible. However it was also found that his practice of bringing her downstairs when he came home from work in the evening was increasing the risks to her safety because of her poor balance and mobility. The following protection plan was agreed with the son:

- Move his mother's bedroom to the ground floor.
- Three double-handed care visits (two cars attending per visit) per day plus two sitters' sessions per week.

- Manual Handling Risk Assessor (MHRA) to give advice to son on safe moving and handling techniques.
- Provide a hoist for safe lifting.
- Refer the son to Carers Bromley to attend a moving and handling course and receive support for his caring role.
- Liaise with Bromley PCT Care Coordination team.

The protection plan has had a number of positive outcomes, according to Ruth: "The mother's quality of life has improved as she now has a comfortable chair where she can sit and look at the birds in the garden or watch the TV. And the risk of accidental injury has been reduced by the hoist and the enhanced care package while the son is now supported in his caring role."

The image to the right will be used on posters for staff with the message:

Don't tolerate it.  
Don't ignore it.  
Do report it!



## Christmas at Blean Grove



Carol singing was just part of the fun at the Blean Grove Christmas Party in St Mary's Church Hall, Bromley in December. Entertainment was provided by a band made up from service users and staff and there was also a table tennis competition, a superb buffet - including such exotic fare as curried goat - and lots of dancing. Blean Grove is home to the Bromley assertive community treatment (ACT) team that works with people with complex mental health needs.

## Crisis line renamed

The crisis line has been renamed the **Urgent Advice Line**. The change took effect from 3 January 2011. The numbers stay the same and are:

Bexley	0845 608 0525
Bromley	0845 608 0523
Greenwich	0845 608 0524

Following feedback from service users and carers, the trust recently took the decision to review the Crisis Line which has been in use over the last two years. As a result of this the service has been relaunched as the Urgent Advice Line.

People that have used the service have told us how much they value the ability to make contact during a crisis. However, a small number have also expressed concern that at times their calls have not been answered. In view of this, we have put systems in place that will ensure all calls are answered and responded to within 20 minutes.

Look out for  
the new cards



## Mountain bike competition winner



Congratulations to Denise Warren, an administrative assistant with the Bexley Crisis Day Service, who has won the Oxleas Review magazine wordsearch competition for a fantastic mountain bike. The bike was generously donated by trust member Peta Miller from Iltham.

**Correction:** In issue 23 we reported that Stephen Seabrook was elected as a public governor for Bexley when he was in fact elected as a service user/carer governor.

Please send us your letters and news stories. You can contact the Communications Team at: [exchange@oxleas.nhs.uk](mailto:exchange@oxleas.nhs.uk) or call 01322 625754 or write to us at Communications, Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG.

If you prefer to receive Oxleas Exchange by email, please email us at: [exchange@oxleas.nhs.uk](mailto:exchange@oxleas.nhs.uk)

## BCHS staff on the move

Bexley Community Health Service (BCHS) staff formerly based at 221 Erith Road have recently moved to 151 Lodge Hill on the Goldie Leigh site, Abbey Wood. Their new contact details are as follows:

### Central Booking Desk

For Bexley GPs making referrals to Out Of Hospital Services, contact details for the Central Booking Desk will be:

Tel: 020 8319 7155

Fax: 020 8319 7157

Email: [centralbookingdesk@nhs.net](mailto:centralbookingdesk@nhs.net)

### District Nursing Service

Tel: 020 8319 7131

Fax: 020 8319 7157

### Patients, relatives and carers

Tel: 020 8319 7077

Fax: 020 8319 7157

### Community Supplies and Equipment Coordinators

Tel: 020 8319 7141

Fax: 020 8319 7111

Email: [supplies@oxleas.nhs.uk](mailto:supplies@oxleas.nhs.uk)

## A carer's odyssey

Trust Carers' Lead, Anna Chan, has written a book which is both harrowing and inspirational.

A Carer's Odyssey, which was published recently by Matador, tells the stories of her daughter Emma who was born with the neurological disorder Rett Syndrome and her husband Jeff who later became ill with depression. It also charts her own personal journey as she became first a carer and advocate for Emma and Jeff, and then gave up a career as a computer programmer to enter the caring profession.

Anna hopes that the book will bring hope and encouragement to people facing similar challenges and convince healthcare professionals and policy makers of the importance of working with and supporting families.

Anna told Exchange: "I am going to donate 50% of the royalties to the Rett Syndrome Research Trust UK, which is a charity set up by

parents to fund research for a cure. Their website is [www.reverserett.org.uk](http://www.reverserett.org.uk)

The other 50% will be used towards my daughter Emma's further education. However, if I get funding from my local council I will then donate the remaining 50% to various carers' charities."

The book costs £7.99 and is available direct from Anna by emailing her at: [yychan@fsmail.net](mailto:yychan@fsmail.net)

