

Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

Please take a copy today

Trust wins HSJ and CSIP awards

Oxleas makes big impression at national awards

Oxleas has won the Health Service Journal (HSJ) award for implementing National Institute for Health and Clinical Excellence (NICE) guidance. Staff from across the trust developed an audit tool to put into practice NICE's guidance for providing the best care for people with schizophrenia. Judges were impressed by the way the tool won the support of clinicians and managers and was used across the trust's geographically diverse sites.

Over 1,100 people attended the ceremony at the Grosvenor House Hotel, London on 19 November. The award was presented by Gillian Leng, NICE's Implementation Systems Director together with TV comedian and impressionist Alistair McGowan to Jane Moore, Head of Clinical Audit and Helen Smith, Deputy Chief Executive and Director of Service Delivery. Helen said: "Jane and I were delighted to accept the award on behalf of all the clinicians and other colleagues in Oxleas who worked so hard to implement NICE guidance for people with schizophrenia."

The trust also received a Care Services Improvement



Left to right, Jane Leng, Helen Smith, Jane Moore and Alistair McGowan.

Partnership (CSIP) Positive Practice Award in a ceremony at the Royal Lancaster Hotel, London, on 17 December. The award was for the trust's Bromley and Greenwich New Ways of Working Project.

The project, which has run since 2002, was described by Dr Geraldine Strathdee, Trust Clinical Director as "supporting staff to think about how they were spending their time, where they spent their time, what they spent it on and what they needed to do to spend time

more efficiently. The result was a system where service users get more accessible services and staff get satisfying careers which add value to the organisation." The award was presented by Roslyn Hope, Director, New Ways of Working, (CSIP) and collected by Dr Geraldine Strathdee, Trust Clinical Director; Stephen Finn, Chief Executive; Georgina Hicks, Joint Head of Nursing; Dr Hashim Reza, Bromley Clinical Director; Dr Jonathan West, Bromley Consultant and Natalie Attwood, Service User.

Carers' rights day events

Oxleas staff and carers took part in events in Bexley, Bromley and Greenwich to celebrate Carer's Rights Day on 7 December.

The events aimed to ensure that carers had access to information about their rights and the services that are available to them.

Carers were able to meet other carers and discuss issues with staff. There was a lot of interest in the trust's new Carers' Pack consisting of a carers' charter,

information handbook and leaflets on carers' assessments and sharing information. Helen Dunkley, Trust Carers' Lead, said: "Carers were able to get a lot of useful information and valued a day dedicated to them."

The pack was sent to all carers listed on our patient information system in December. For more information, or to get a copy of the pack, contact Helen Dunkley on 01322 625040 or helen.dunkley@oxleas.nhs.uk



Lucy Kayiya, Carer Support Worker, second left, with carers on the Oxleas stall in Greenwich.

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Welcome



•••► Chief Executive, Stephen Firn and Chair, Dave Mellish

Wishing all of our members a happy and healthy 2008



Stephen Firn, Chief Executive



Dave Mellish, Chair

Thank you to all staff, members and governors for your fantastic support and commitment throughout 2007. Your efforts helped make 2007 another successful year for the trust and ensured we consistently delivered a high quality of care for our service users. We would like to take this opportunity to particularly thank everyone who worked during Christmas and New Year.

Last year ended on a high point when, in November and December, we won two national awards (see page one).

In 2008 our focus will continue to be on providing the best quality health and social care to our users and carers. Feedback from our patient survey has told us that the four most important things we need to focus upon are:

- Providing effective support to carers and families
- Providing better information to users and carers - such as medication and mental health act
- Listening and involving users and carers more in their care plan
- Improving relationships by ensuring users feel they have been listened to and treated with dignity and respect.

We know that by pooling our collective efforts, resources and skills we can make substantial progress on each of these areas and develop services in Oxleas which are second to none. If you have ideas or suggestions for how we could do this we would love to hear them. Please fill in and return the slip on the back page, contact us via the email address at the bottom of the

page or by calling 01322 625754.

In the coming weeks we will be holding events to consult with staff, governors and members on all of our priorities and how we can achieve these.

In February some of the people who use our services will receive a questionnaire as part of this year's National Patient Survey. It is extremely important that we get feedback about people's experience of using our services so we urge anyone who receives a survey to complete and return it. We use this information to see where we are doing well and identify those areas where we need to improve.

We look forward to hearing your views and working with you in 2008.

Exchange finds inspiration in Plumstead

Inspirational Filmworks are a group of Greenwich service users who have been making films about mental health issues since 2004. They have been trained by Flexible Films, an independent film production company. Exchange went to meet them on location in Plumstead.

Sarah Lewis, who writes, directs and edits, explains that the group has been commissioned by the trust to produce four new films. *"The films are part of the trust's response to concerns raised by local people in the national patient survey and will cover information, carers, customer care and user experience of being restrained. The films will be used to train staff. Today we are interviewing service users about their experience of being given information, especially about medication. We've been working on this film since November and aim to have a draft ready by the end of January."*

The group has seven regular members who have been with it from the start. There are no fixed roles, and everyone has the opportunity to learn new skills. They meet

weekly or more often when filming. The group is very independent and most of their work is done outside the formal meetings.

Sarah thinks their success is due to a supportive environment where everyone helps and understands each other. *"There's no stress, but the group provides regular routine and a challenge. We all found it nerve wracking at first, but making films has been a huge achievement for all of us. We're all developing and are now interested in putting specially composed music to film. We'd love to hear from bands interested in collaborating on future projects."*

Debrah Abbott has become an expert on the group's broadcast quality camera. *"Being able to buy our own camera has made a huge difference. We own it and are responsible for it. Other film groups often have to borrow equipment, but owning a camera has helped us to quickly learn new skills and increase our confidence. I'm now planning to learn editing."*

The group agree that making films has been therapeutic. Simon Askew says: *"It gets people to do things for themselves and*

get involved in the real world. None of us had any experience of filming, but since joining the group I have taken a video course at Greenwich College and Sarah has gained a qualification in editing. The group has got me out of being a long term mental health service user to the point where I am now thinking of returning to work. We've all learned new skills and we're all going somewhere."

For more information, contact Frederica Joseph, Senior Community Bridge Builder, on 020 8269 4152.



Left to right, Lisa Mahoney interviewing Peter James, Maria Warren on sound and Sarah Lewis on camera.

Learning and development

e-learning

Oxleas has been offering e-learning to staff for three years. During January there will be some important developments to the programme.

NHSLearn, who manage the service, are upgrading the system for e-learning. This means that users will need a new password. As now, you will be able to self-register to use e-learning. To help with the transfer we will, where possible, send a new account name and password directly to you. As part of this process we will be launching three new titles:

- Safeguarding children
- Positional asphyxia
- Mental Capacity Act update.

Please use the new programmes to ensure that you are up to date with these important areas.

●●●▶ 2008 Training Priorities

The 2008 Learning and development prospectus will be distributed during January. The prospectus contains learning opportunities for the coming year and details some of the learning areas that the trust considers a priority.

To help staff shape their Performance Development Review (PDR) and plan their development activity throughout the year, the following areas should be considered:

- Customer care
- Carers and families training
- Care planning and engagement
- Dual diagnosis
- The new Mental Health Act
- Risk assessment.

Are you cut out to be a mentor?

Learning and Development are launching a new inter-agency mentoring programme with local partner organisations.

The mentor relationship is a good way for people to explore how they work and to benefit from someone else's experience.

If you think you could be a mentor or if you would like to be supported by a mentor, please contact Bronwen Bamberger for further details on **01322 625723** or bronwen.bamberger@oxleas.nhs.uk

●●●▶ Marjorie talks to Exchange about caring for a partner with dementia

Where's the light switch?



In our fifth article on common conditions, we talk to Marjorie, who has been caring for her husband Jim - who has vascular dementia - for about four years.

How did you find out about Jim's condition?

At first I just thought it was forgetfulness, but when Jim went into hospital with salmonella the doctors noticed he was confused and

recommended a referral. That's when we found out he had had a stroke and was developing vascular dementia. His mental capacity is not too bad now, but his condition has worsened and will get worse. It's been difficult, but looking after Jim is my job now.

How has dementia affected Jim?

On the surface he appears fine. He can chat about many topics - especially things from the past. But he puts things in odd places and if I leave him for a short time to go shopping he thinks I've been away for hours. Jim doesn't like the term dementia applied to himself, but has never been upset by the condition. He says: "I'm very well, I don't know what all the fuss is about." He has become good at covering up. If we meet old friends he will greet them normally but afterwards ask "who were they?"

How has caring for Jim affected you?

It's like looking after a child except that he asks the same questions over and over again, like "where's the tea?" or "where's the light switch?" It's very hard to be patient all the time. Everything needs supervision. If we are out and I tell him to stay in one place he will often wander off. If I ask him to do something he will say "I'll do that later" and then forget all about it. I'm a very sociable person and used to go on holiday with a group of friends. But that's impossible now. I no longer have any time for myself and I miss social contact.

How helpful have the trust's services been?

They are friendly and try to help, but there's not a lot they can do for us. They monitor Jim twice a year, but there is no

treatment and no medication for his condition.

What support do you get as a carer?

One of our sons lives locally and he pops in every day. That's really my lifeline. The clinic gave me the details of groups that support carers, but I haven't felt ready to contact any yet. I would be interested if there was a group we could both go to.

What support would you like as a carer?

There are not many options. Jim would not like respite and I can't leave him, especially as I have to do his medication (for his diabetes). We've been married for over 50 years and we are used to doing everything together. What would help would be little things - like a luncheon club we could both go to or beauty treatment for me which would not take long but would give me some 'me time'.

Understanding dementia

Dementia is the loss (usually gradual) of mental abilities such as thinking, remembering, and reasoning. It is not a disease, but a group of symptoms that may accompany some diseases or conditions affecting the brain.

Dementia usually affects older people and becomes more common with age. About six in 100 people aged over 65 and one in five aged over 80 will develop some degree of dementia.

The most common symptoms include loss

of memory, confusion, and changes in personality, mood and behaviour.

Alzheimer's disease is responsible for about 60% of all cases while vascular dementia accounts for a further 20%.

Support and care is the most important part of treatment as most types of dementia cannot be cured. However, for some people with Alzheimer's, the medicines donepezil, rivastigmine and galantamine may help prevent some symptoms from becoming worse for a while.

Sources of information

Alzheimer's Society

Tel: 0845 300 0336

Web: www.alzheimers.org.uk

Age Concern

Tel: 0800 009966

Web: www.ageconcern.org.uk

NHS Direct

Tel: 0845 4647

Web: www.nhsdirect.nhs.uk

Carer's UK

Tel: 020 7490 8818

Web: www.carersuk.org/home

Exchange talks to Dr Elizabeth Kilby about her work in the BBC's House of Tiny Tearaways

Elizabeth's tiny tearaways

Oxleas' Clinical Psychologist Dr Elizabeth Kilbey appeared in BBC 3's All New House of Tiny Tearaways in November and December. In the show, families experiencing behavioural difficulties move into the house where they received intensive support from Elizabeth and her colleague Laverne Antrobus to overcome their difficulties.

How did you get involved?

I was contacted earlier this year by the production company who were looking for psychologists who specialise in working with under fives. I was excited by their proposals - for example having two psychologists working closely together really appealed to me because this mirrors what happens in my work in the NHS.

What is your clinical background?

I am a clinical child psychologist working in Greenwich child and adolescent mental health services (CAMHS). When I first joined the trust three years ago I was working in a Sure Start team in Eltham specialising in working with children under five and their families. In May this year I changed posts and am now working with children aged 0 -18 with complex learning disabilities and/or autistic disorders across the whole borough of Greenwich.

How were the families selected?

All the families who took part applied to be on the show. They went through a rigorous screening process including assessment by an independent psychologist before being accepted onto the programme.

What did you get out of it?

Appearing on the show was very

rewarding. I was able to work very intensively with families using 24 hour video feedback. This was a very powerful way of working and an opportunity that I would not have had in my NHS work.

What did the families get out of it?

All the participants made significant changes and have sustained these once back at home. The families not only made changes to their parenting and learnt some very effective behavioural strategies, but also improved the quality of their couple relationships and the overall family dynamics.

How did the TV audience benefit?

I believe that the audience were able to witness the kinds of problems that lots of people experience and so have the

chance to see that they are not alone in their struggles. I also think that being able to watch two psychologists working together gave the audience an insight into our psychological thinking and problem solving. Hopefully they learnt that there are no magic solutions or quick fixes, but rather that a systemic approach to thinking about the whole family is the most helpful.



Left to right, Elizabeth Kilby, Claudia Winkleman (TV presenter) and Laverne Antrobus, Child Psychologist.

Win a CD! [NHS DISCOUNTS](http://www.nhsdiscounts.com)
www.nhsdiscounts.com

Once again we are offering you the opportunity to win a CD of your choice, courtesy of NHSDiscounts.com This month, we would like you to answer the following questions:

1. When was Carer's Rights Day?
2. What was the name of the BBC3 programme starring Dr Elizabeth Kilby?

The answers can be found in this issue of Exchange. Please send or email your entries to Communications at the address below.

The winner of the November competition is Michael Armstrong.

Healthy eating options

The trust is providing healthy eating options in its vending machines, shops and Henri's and Senta Café.

We have to do this to comply with national targets set by the Healthcare Commission (HCC). In particular, this relates to implementing NICE guidance on obesity which will affect our overall rating by the HCC.

If you have suggestions for how the trust can encourage healthy lifestyles, please join the discussions on the intranet forums.

How can we achieve our 'must do' priorities in 2008/09?

We are in the process of developing our plans for the next financial year. All members have been invited to Annual Plan Focus Groups. As part of our consultation we would like to know your thoughts on how we can achieve the following four 'must do' priorities which focus directly on the care we provide to service users and their carers:

1. Increase support for families and carers

2. Increase the information we give to people who use our services and their carers/families

3. Enhance care planning

4. Ensure better relationships with staff and enhance customer care

Name (optional):

Please **complete and return by 16 February** in an envelope addressed to: Freepost Plus RLTT-ZYBK-RBGR, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG or email exchange@oxleas.nhs.uk

Please send us your letters and news stories. You can contact the Communications Team at: 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

Oxleas Intranet.nhs.uk

SUPPORTING AND REFLECTING BEST PRACTICE

A clinical tool to support staff to provide the best care



Staff from across the trust have put a huge amount of work into redeveloping the intranet. As well as having a very useful phonebook, the intranet is now a major educational and support tool for our staff, service users and carers. We are one of the first trusts in the country to do this.

The idea - and the evidence base - of developing the intranet to provide accessible, easy to use information, came from focus groups of staff, service users and carers and from ideas developed by our communications and learning and development departments.

User/carer information - supporting recovery

In response to feedback there are two distinct types of information in this section that can be given to service users throughout the care pathway. There is factual information on treatments and services and real life information from service users about their journeys to recovery. For each condition we are

developing a two page leaflet containing information about the condition, how help can be obtained and what services and therapies are available. We have also commissioned short video diaries from service users and these will be available on the intranet and on DVDs. Audio recordings will also be available for those who find reading difficult or who prefer to hear information rather than read it.

Evidence for practice

We believe that this section is the first clinical decision support tool of its kind in a UK mental health trust. It aims to save staff hours of research by making information available in just a few clicks. Clinicians can get information on diagnosis, assessment, treatment and much more. We have developed this based on the care pathway approach to each condition as recommended by the National Institute of Health and Clinical Excellence (NICE).

Dr Geraldine Strathdee, Clinical Director of Services.

We need your help!

There is already a wealth of information on the intranet, but with your help we can continue to develop and improve it. You can:

- obtain or write easy-read evidence-based leaflets on conditions
- make audio recordings on conditions
- make a video about your service
- enable a service user to tell their story by audio or video recording
- join the Clinical editorial board
- tell us how you have incorporated this evidence-based system into supervision
- share how you have used the intranet to go through a clinical case
- give us self-assessment tools
- tell us what has helped your carers
- tell us about local self-help groups
- tell us what we can add to the intranet that will be of most help to you and to service users.

"The new intranet is very impressive. So far I've found it easy to use. The forums are an excellent idea and brilliant way to share ideas and good practice. Well done to all those who contributed and worked hard getting it up and running."

Claire Tobias

Practice Development Nurse

Logging on from home

You can log onto the intranet from any computer connected to the intranet. Just type www.oxleasintranet.nhs.uk and enter your username and password.

Getting around the intranet

The new intranet has been designed so that you can find information easily and logically. There are tabs across the top for different sections including Document and policy library, User/carer information and Evidence for Practice. The menu on the left is for directorates, practice areas, professional groups and support

services. Click on one of the tabs across the top first then click on one of the buttons on the left.

For instance, if you want user/carer information, click on **User/carer information** and then on the **Practice Area** you work in. Content is organised in headings such as Conditions, Medication, Psychological therapies and Practical advice. Each heading has a range of information for users and carers organised in folders. See overleaf for a step by step guide.

No username or password? How to register

Click on the Internet Explorer

icon on your desktop. At the blue login screen, click on **Register for access**. Under **Mailbox**, enter the first part of your email address, for example, firstname.surname. Under **Domain**, select **@oxleas.nhs.uk**. Your email address will be shown. If this is correct, click on



Send registration link to my email address. You will be sent an email containing your username and a temporary password. Use these to login to the intranet where you can choose your own password and check your details that will appear in the Phone Book.

Forgotten your password? How to send yourself a reminder

At the blue login screen, click on **Forgot Username/Password?** Enter your email address and click on **Send Login Details**. Your login details will be emailed to you.

"Well done with the new intranet. Very useful for quick access to policies, professional and general matters. I look forward to seeing what else is put on."

Eileen Masterson
Clinical Operational Therapist

How the intranet can help you p

An example - James is a 29 year old man who has been referred to a community mental health te

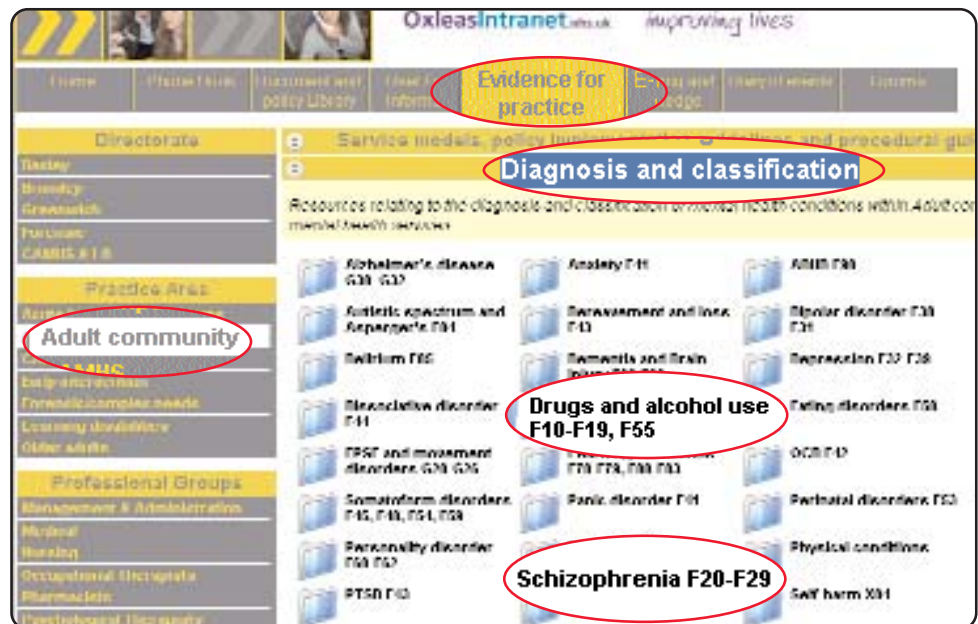
How the intranet ca

Diagnosis

What are the criteria for making a diagnosis of schizophrenia or drug-induced psychosis?

1. Click on Evidence for practice
2. Click on Adult community
3. Click on Diagnosis and classification

You will see folders for Schizophrenia and Drugs and alcohol use which contain ICD10 diagnostic and classification guides.



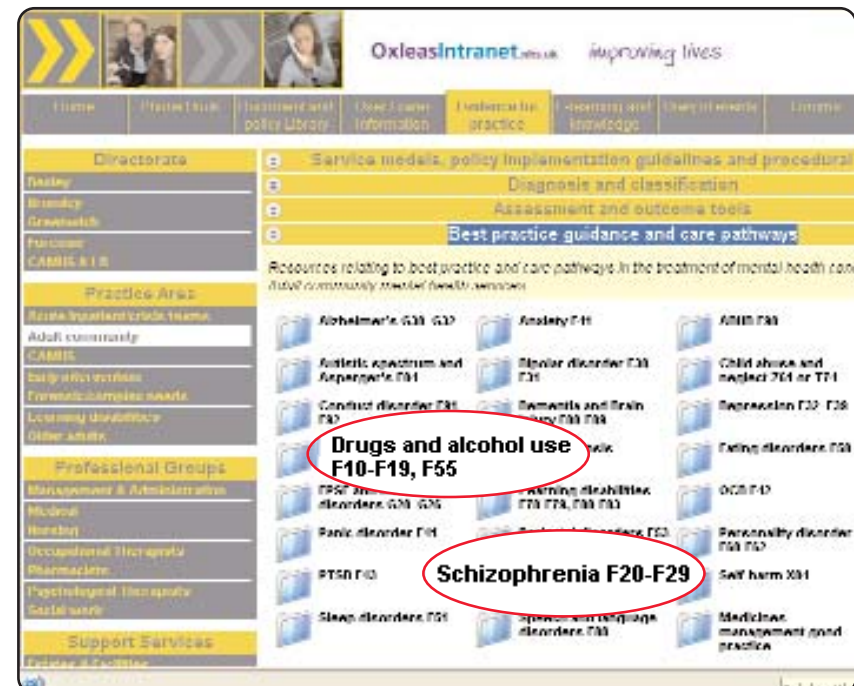
Care pathways

What is the best care pathway for James?

1. Click on Evidence for practice
2. Click on Adult community
3. Click on Best practice guidance and care pathways

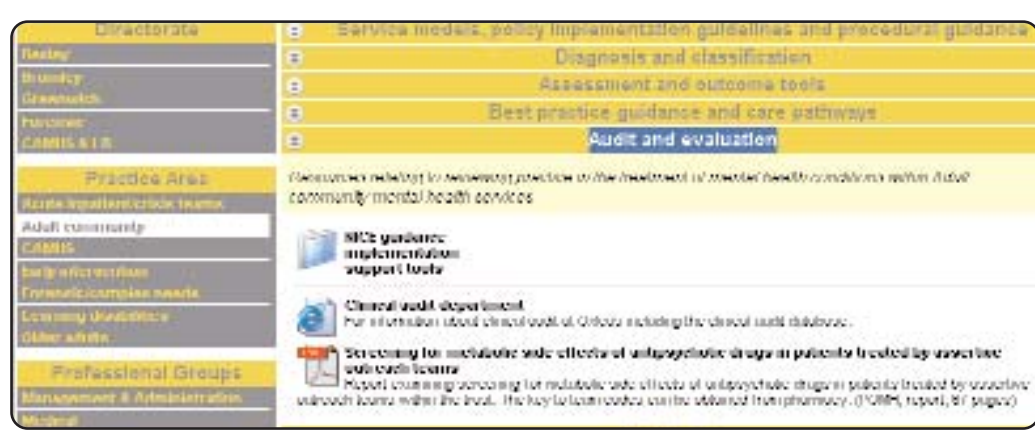
In the Schizophrenia folder you will see the NICE guidance on managing and treating schizophrenia and NICE guidance for the use of antipsychotic drugs for the treatment of schizophrenia.

The Drugs and alcohol folder contains care pathway information relating to different types of drugs and alcohol.



Evaluation and audit

Within the Evidence for practice sections there are clinical audit tools to support clinicians to ensure they are offering the best care and following NICE guidance. For example a five page schizophrenia implementation support tool.



provide a best practice care pathway

team with psychotic symptoms with a previous history of drug induced psychosis.

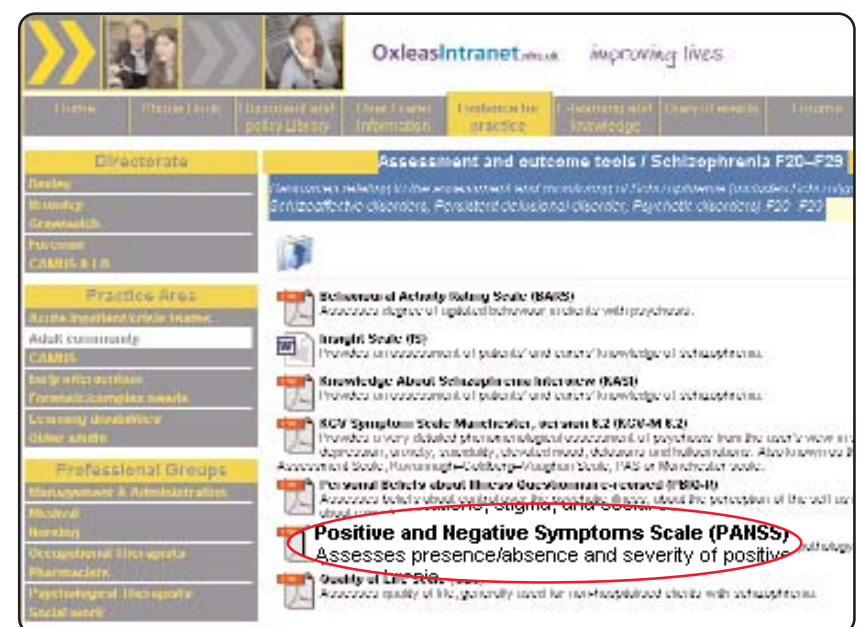
can help the clinician

Assessing symptoms

How can James and I assess his symptoms?

1. Click on Evidence for practice
2. Click on Adult community
3. Click on Assessment and outcome tools

In the Schizophrenia and Drugs and alcohol folders there are several quality assured assessment tools that you can work through. For example the PANSS is a 30 item tool which assesses the broad range of symptoms for schizophrenia.

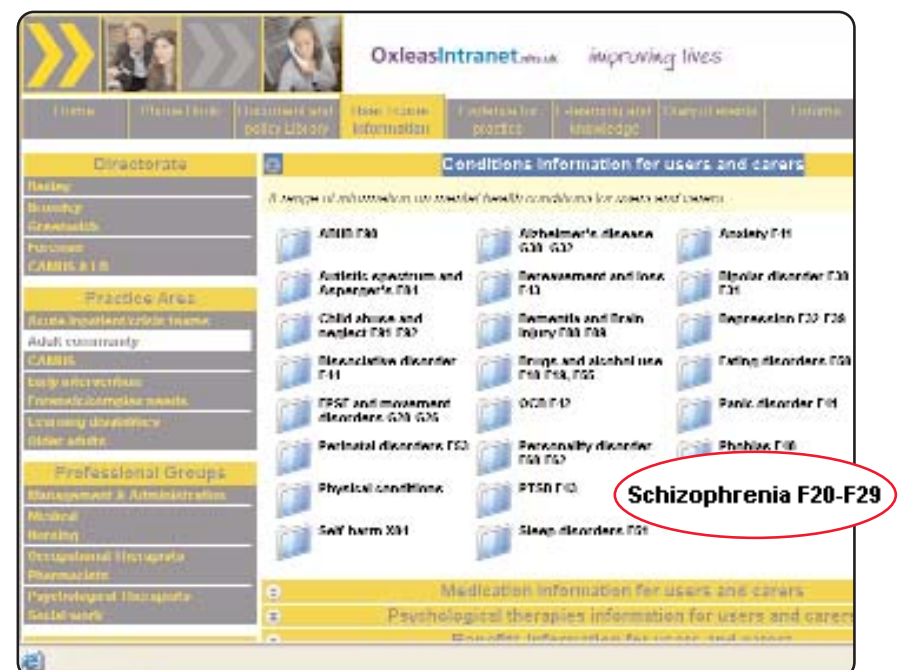


Information

Where can I get information to give to James and his carer?

1. Click on User/carer information
2. Click on Adult community
3. Click on Conditions information for users and carers

In the Schizophrenia folder you will find a range of relevant leaflets produced by Oxleas and other organisations that you can be printed off and give to James and his carer. There are also some audio clips that you can play to James. There is also lots of other information within this section that may be useful for James.



Medication information

You can also find information about medication within the User carer sections. Click on Medication information for users and carers then you can print off a leaflet about the medication that James has been prescribed.



Finding a policy

Click on **Document and policy library** and then on one of the buttons on the left.

For example, to find HR policies, go to **Support Services** and click on **HR and Organisational Development**. You will find policies under various headings such as Recruitment, Learning and development and Organisational change.

Clinical policies are in the practice area sections. Click on the Document and policy library and then on the practice area where you work.

Health and safety policies are in Estates and Facilities, IT policies (including data protection, confidentiality and sharing information) are in ICT and RiO. Finance policies are in Finance and there are some policies specific to professions in the professional groups sections.

Evidence for practice

'Evidence for practice' contains a range of evidence-based resources specific to each of the trusts seven practice areas. These are organised within the following sections:

- Service models, policy implementation guidelines and procedural guidance
- Diagnosis and classification
- Assessment and monitoring tools
- Best practice and care pathways
- Reviewing practice.

"It's great to be able to access the intranet from home."
Anne Taylor, Non Executive Director

"I like the separate directorate, practice area and professional group links. The forums are a great too! ."

Heidi McKay, Community Learning Disability Nurse - Oxleas' Nurse of the year 2007

E-learning and knowledge

This section is where you can access a range of learning and development programmes including e-learning. There are some new e-learning courses and some which are mandatory for all staff.

Forums

In Forums you can post a topic for discussion or reply to a topic posted by someone else.

To add a new discussion topic, in the left menu first select which area your discussion topic relates to, for example, CAMHS, then click the 'Post New Topic' button.

To reply to a discussion, select a discussion topic by clicking on the heading in the list. You can then post your reply using the 'Reply' button above the topic heading.

Please take part in discussions on relevant issues and use the forums to share ideas and best practice.

The phone book

Type into the search box, click alphabet letter, or click one of the buttons on the left to filter results.

You can search by surname, first name, location and clinical special interests. You can also search by groups:

- Directorate
- Practice area
- Professional Groups
- Site
- Teams

If you need an email list for a certain group or team there is also an email button. Clicking on this will let you paste addresses into a groupwise email. For example, you can produce a filtered list and email everyone in a certain team, at a certain location, or in a particular directorate.

You can also export any search criteria into an Excel spreadsheet giving you an instant mailing list which is a new and very handy tool when targeting certain groups for mailouts. You can do this by scrolling down to the bottom of the screen and clicking on the export button.

"This is fantastic! The phone book is great and the patient information section will be a wonderful resource."
Dr Kezia Lange, Consultant Psychiatrist

●●●▶ We want your views on the new intranet

We want the new intranet to meet the needs of our service users and staff. Please give us your feedback and suggestions.

1. What do you think of the new intranet?

2. Do you think the intranet needs a search function?

3. What would you like us to add to the intranet?

4. What do you like best about the intranet?

5. What do you like least about the intranet?

Name (optional):

Please complete and return in an envelope addressed to: Communications, Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG or email exchange@oxleas.nhs.uk