

Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

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Bright future at Memorial



From left, John Enser, Director Forensic and Prison Services and Bexley Mental Health Services, Grace Chikono, Unit Manager, Greenwood, James Nyanzunda, Unit Manager, Hazlewood, Clive Efford, MP and Dave Mellish, Chair.

Two new units for residents of Greenwich, Bexley and Bromley boroughs recovering from mental ill-health were formally opened at Memorial Hospital, Shooters Hill, by Eltham MP Clive Efford in June.

Greenwood and Hazlewood are shining examples of our new and modern estate, which is designed to be fit for purpose for the patients now residing in it. They offer services to males aged between 18-65 based on the recovery model.

Set in landscaped grounds, Greenwood and Hazlewood have

been built in an attractive style in keeping with their beautiful surroundings on top of Shooters Hill. Inside they are fresh and airy, with modern facilities. Their completion marks a significant milestone in the £15m investment to redevelop the site.

Declaring the new buildings open, Mr Efford said: "I want to congratulate Oxleas for enabling local people to receive services and support close to their families and friends. The hospital site has been enhanced and the services expanded and it is very welcome to see a bright future at Memorial

for the local community."

Dave Mellish, Oxleas' Chair, said: "When King George V visited Memorial in 1928 he said it was one of the most beautiful hospitals he had ever seen. By the time the trust took over the site in 2003, it was no longer fit for purpose. I'm delighted to say that Memorial is now being restored to its former glory."

The new units mark the completion of the second phase of Oxleas' extensive redevelopments of the Memorial Hospital site. The renovation of the original building is due to be completed next year.

Inpatient services among the best in London

A review of all acute mental health inpatient services across the country has rated Oxleas as the second best in London and the South East.

The Healthcare Commission's report was the largest review of acute inpatient mental health services ever completed. It gave our inpatient services an overall rating of 'good'. The trust's services were only one point away from an 'excellent' rating which was awarded to just eight trusts in England.

Deputy Chief Executive Helen Smith said: "We are delighted with this rating. It recognises the significant progress we have made in Bexley, Bromley and Greenwich over the past 10 years. Local people should be confident that if they come to one of our units they will receive good quality care in modern purpose built accommodation, with predominantly single, en-suite bedrooms. There are of course areas in which we need to continue to strive to improve and this report will help us to focus our efforts."

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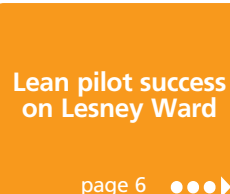
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Services fit for a 21st century NHS



Stephen Firth, Chief Executive



Dave Mellish, Chair

As many of you will know, 5 July 2008 was the 60th anniversary of the establishment of the NHS. It is very hard for us to imagine the travails and suffering experienced by many people with serious mental illness and learning disabilities before the availability of universal health care for all, free at the point of need. The interview with Jack Yan on page 4 gives a fascinating insight into the changes and improvements in local mental health treatment and care over the last few decades.

The NHS is a national treasure and we are fully committed to the founding principles of providing the best quality healthcare for everyone, according to their needs and not their ability to pay. It is right that we reflect upon and celebrate the benefits brought about by the NHS to countless people and families across the UK. At the same time, however, we must also remember that if the NHS is to survive and prosper in the future, we must continue to improve the quality of treatment and care and the experience of service users and their carers. It is only if the NHS retains the confidence and support of the public as their health service of choice, that it will continue to prosper and grow over the next 60 years.

It is therefore particularly gratifying to report on our recent service developments as well as further recognition of some of our service improvements. The recent review of acute mental health inpatient services by the Healthcare Commission concluded that we provide good quality services in modern and clean facilities. Our 'good' rating was just one point away from 'excellent' and demonstrates the progress that we have made improving both the quality of services and our estate. The review also demonstrates that there is still much that could be better, however, and the Trust Board is meeting with clinical directors and governors in September to discuss and agree how we can further improve our inpatient services and make sure we achieve an excellent rating in 2009.

The 60th anniversary celebrations of the NHS will continue at our Annual Members' Meeting (AMM) on 24 September. We are delighted to confirm that the AMM will be held at the O2 – formerly the Millennium Dome – in Greenwich. In addition to a review of our year and the popular 'Market Place' showcasing trust services, we will also have a special exhibition looking at the history of mental health and learning disability care. You will shortly be receiving your invitation and we hope that

as many of you as possible will be able to join us at what promises to be a memorable event.

An excellent example of the ways we continue to modernise and innovate to meet the changing needs of our service users is the child and adolescent service website which can be accessed at www.CamhsCares.nhs.uk. The CamhsCares website (see page 5) is a unique resource for young people, allowing them to find the answers to questions they may have about mental illness in a way that is intended to be both stimulating and confidential. This is another very good example of how we are trying to break down the stigma and myths surrounding mental illness and provide important information about services to our users and their carers.

Finally, it is with a mixture sadness and gratitude that we say goodbye to Jack Yan, Service Manager for Bexley. Jack has worked in local NHS mental health services for the last 39 years, covering almost two thirds of the history of the NHS. We would like to thank him for his commitment to mental health services in south east London and I am sure we speak for staff and users when we say he will be greatly missed and wish him well for the future.

•••▶ Trust focuses on four 'must-do' objectives

Continuing to improve the patient experience

Last year, our patient survey results were less positive than expected and, in response, we focused on four areas across the trust to improve the experience of people using our services and their carers. In particular, patients felt they wanted more information on medication, more involvement in their care, better relationships with staff and better information and support for their family and carers.

Working with the trust's Council of Governors, the following four 'must-do' objectives were developed:

- increasing support for families and carers
- increasing information for service users and carers
- enhancing care planning
- improving the way we relate to both service users and carers.

A trust-wide programme to make the improvements wanted by our patients and carers was put into action. This included appointing a carers' lead for the trust and developing carers' packs, launching a medication helpline and providing greater pharmacy support, revising our intranet to provide better information for service users and carers and improving our care planning processes. We have also had a strong focus on customer care and promoting the trust's values.

This work has led to a clear improvement in the patient and carer experience across the trust. To sustain this improvement, Oxleas will be continuing to focus on the four 'must-do' objectives over the coming year. Plans for 2008/09 include:

- Widening the scope of the Family

Inclusive Practice project

- Increasing the number of carers registered on the trust records system RiO and running events for carers
- Improving the service user information available on the trust website and ensuring the trust intranet is kept up to date
- Improving the information sent to patients when offering a first appointment
- Developing new ways to measure patient satisfaction
- Ensuring all teams have an operational policy which includes care planning
- Improving the way we manage complaints
- Introducing values-based recruitment in all clinical areas.

Oxleas at forefront of mental health research

Chief Executive Stephen Firn chaired a research and development (R&D) conference organised by the South London and South East Mental Health Research Network (MHRN) Hub at the Holiday Inn, Bexley, in May.

Oxleas was a founder member of the hub in 2003 and is committed to the Government's target in the draft NHS Constitution for every NHS patient to have access to new treatments arising from the NHS R&D programme. Oxleas hosts the second highest number of studies in the network and the conference aimed to help trust managers, non executive directors, clinicians and researchers to continue to be involved in and to encourage the high quality research performed in Oxleas by the MHRN.

So far, Oxleas patients have benefited from research treatments for schizophrenia and dementia.

For more information, contact Jane Moore, Head of Research and Development at jane.moore@oxleas.nhs.uk, or Dr Dominic Beer, Chair of Research and Development, at dominic.beer@oxleas.nhs.uk.



From left, Deputy Hub Lead Dr Dominic Beer, Oxleas Chief Executive Stephen Firn, Oxleas Medical Director Dr Peter Jarrett and Hub Lead Professor Tom Craig

John's Dartford sculpture is a labour of love



A statue by Crayford artist John Exell was unveiled in June at Family Matters, a Gravesend-based charity that works with children and adult survivors of sexual abuse and rape.

Entitled 'It's a Crying Shame', the statue aims to raise awareness of the scale, scope and cost to victims and society of sexual violence.

The work is constructed in breeze block and depicts a lone figure in anguish and conflict.

John, an Oxleas service user at Centrepieces, an art group based at the Crayford Centre, told *Exchange*: "The sculpture is one of the best I have done, and I am very pleased with it. The feedback has been tremendous. Family Matters is such a worthwhile charity, that doing the sculpture was a labour of love, and I think that this was one of the main reasons that it was such a successful sculpture. The ceremony was a huge boost to my bruised and battered ego, and seeing my statue on the plinth outside the building was too."

Family Matters has a 24 hour helpline: **01474 537 392** or they can be contacted by email: admin@familymattersuk.org

Honour for Dr Parrott

Dr Janet Parrott, Consultant/Clinical Director at the Joyden's unit in the Bracton Centre, has been elected Chair of the Faculty of Forensic Psychiatry at the Royal College of Psychiatrists.

Dr Parrott said: "This is quite an honour for both myself and the Bracton Centre and I intend to enjoy the responsibility. The celebration 'at home' was a lovely start to



Director of Forensic and Prison Services and Bexley Mental Health Services John Enser presenting Dr Parrott with

flowers and a framed drawing of the Bracton at a celebration in July to honour her appointment.

Getting to know your hospital – on DVD

Oxleas and Queen Elizabeth Hospital (QEH) in Woolwich have come up with a new way to find out what your local hospital has to offer.

The two organisations have been working together to develop systems of care which will help improve the experience of local people with learning disabilities who use services within the hospital.

They have produced, with the help of patients and carers, a DVD, *Our Health – Our Hospital*, to help people get to know the hospital, its staff and its services better.

The two organisations jointly organised an event at QEH on July 1 to formally launch the DVD whilst also giving an opportunity

for people with learning disabilities and their carers to meet staff from the hospital and learning disability services.

Exchange talked to Dino Powell, a Royal Mencap Ambassador, who has physical and learning disabilities. Dino is an Oxleas member and is on the whole happy with the services he receives, especially at the modernised Goldie Leigh site. However he feels that things could be better in hospital for people with LD: "You never see the same doctor twice and I think there should be disability awareness training for staff."

The highlight of the day was a workshop by Dogon Music where people learned how to play African drums.



Dogon Music's Traore Aamadou leads the African drums workshop

●●●▶ NHS 60th Birthday

Jack's career spans the journey to modern mental health services

Jack Yan is retiring in the year of the NHS's 60th birthday after a career that spans two thirds of its history and all the trust's history as it grew out of the old Bexley Hospital. We celebrate our anniversary and his achievement in this feature length article.

In 1969, 18 year old Jack Yan left his home in Mauritius for three years training as a student nurse at the Bexley Hospital. It was a large mental health institution, with around 1,800 beds on Nightingale wards, divided into male and female sections. The female section was governed by the Matron and the male section by the Chief Male Nurse. The smallest ward contained 60 beds, divided by narrow tin lockers for the patients' personal possessions. By 1969 the hospital no longer had its own farm, but Jack says it was still a self-contained community where there was no need for either patients – or resident staff – to leave the hospital sites. *"There was a shop, a barber, a tailor, needle room and a laundry all on site, as well as a cinema show every Tuesday evening. Patients stayed in and were only allowed to leave the site on special occasions."*

Trainee nurses lived in (Pinewood House was the female nurses' home) and staff developed close friendships. *"Several generations of some families lived and worked in the hospital. There was a great social life because everybody knew everybody and I thoroughly enjoyed my three years living in. But staff as well as patients could become institutionalised. I knew resident staff who suffered from anxiety at the prospect of leaving the site."*

The hospital was run with military precision, which Jack puts down to most of the senior staff having joined from the armed forces when they were demobbed after World War II. *"Everyone wore a uniform. Female nurses wore an apron, and male nurses a white coat. Ward sisters wore dark blue, while matron had a red uniform. Occupational therapists (OTs) wore dark grey and domestics pale green."*

This approach extended to the way patients were treated. *"In those days, patients were treated not as individuals, but as a group. They did as they were told, with fixed times for meals, bathing, cigarettes and bed. Just like the army in fact. I always wondered, though, why the male patients all wore three quarter length trousers until I found out that they had been shrunk in the laundry!"*

Jack (pictured left in 1970 when he was a first year nurse) thinks that, given the level of knowledge at the time about mental illness, patients received good care on the whole.

"There were no care plans, but patients were physically well looked after and it was a very safe environment. There were also special treats like trips to the cinema, the seaside and the pantomime at Christmas. In fact, I'd like

to dispel a couple of common myths about mental healthcare at this time by saying that I never saw a padded cell or a strait jacket. The only things that shocked me were seeing a long queue of naked patients waiting for the shower and the very occasional use of prefrontal lobotomy to treat patients with severe behavioural problems."

But things were changing for the better. Old fashioned and some would say cruel treatments like insulin therapy and hydrotherapy had already been phased out, although electro-convulsive therapy (ECT) was widely used. However, it was the arrival of anti-depressants and tranquilisers that was about to revolutionise mental health care.



"The use of medication to effectively control symptoms was a major breakthrough. By the early 1970s when I qualified as a nurse we were starting to place people out in the community in hostels and group homes. It was very rewarding and it's fair to say that medication as a form of treatment opened the door to de-institutionalisation. Talking treatments then followed and these complemented the use of medication. There were occasional hiccoughs along the way, however, like when a patient put his tranquilisers in our tea pot and sent us all to sleep!"

In 1975 Jack became a charge nurse (in charge of a ward), with responsibility for patients from the Lewisham area. Community services gradually developed through the 1970s and the first community psychiatric nurses (CPNs) appeared in the early 1980s. At around this time, the first community mental health team in the country was set up in Lewisham by a consultant from Bexley Hospital. Jack was part of this pioneering team which attracted visitors from around the country and the continent.

In 1987 the opportunity arose to be a community service manager in Bexley in charge of the new CPN service and day hospitals. *"I jumped at it. This was my first contact with Bexley patients and I've remained with them ever since."*

Jack says that though the Care Programme Approach (CPA) first appeared in 1990, the move towards individual care and assessments was slow to gain momentum.

"The early to mid '90s was a critical time in the development of our modern mental health services. CPA brought together healthcare and social care, which had been

completely separate before. I saw it as crucial to empowering patients."

This was a difficult time for the Bexley Hospital too, as services gradually moved away from the hospital and into the community.

"It was an unsettling period with many reorganisations and changes. Greenwich and Lewisham withdrew money from the hospital to run their own services. This left a large hospital with not enough money to run or repair it. Things came to a head when the Mental Health Act Commission published a damning report on the administration of the hospital. With Judith Richardson I was picked to try to resolve this and we achieved an excellent inspection a year later - a big achievement."

Jack became Deputy Service Manager for Bexley in 1994. He and the principle social worker at the time were asked to develop a new community mental health service in Bexley comprising health and social care which was to form the basis of the CMHT as it exists today. Jack was also involved in managing the transfer of services from the Bexley Hospital as it was gradually closed down through the 1990s.

When the new Bexleyheath Centre opened in 2000 Jack moved in and has been there ever since. *"My time as the Service Manager since 2000 has been the most rewarding period of my career. Merging health and social care and providing high quality of services for our service users has been a great achievement."*

After having seen so many changes, Exchange wondered how Jack thought mental healthcare might develop in future. *"Working in mental health is becoming more challenging. We need to be more efficient and cost effective and find new ways of working to make the most of our resources. This could involve provision of services across the trust rather than borough-wide as at present."*

Jack is proud of his time spent in the NHS in the services that would become Oxleas and feels privileged to have worked with many wonderful colleagues.

"I've had a very happy and fulfilling career which has spanned two thirds of the history of the NHS. Lots of things were not good when I joined, but I stayed on to try to make a difference. And I've some very warm memories of the old Bexley Hospital, including meeting my wife. I've achieved far more than I ever thought I would particularly in the early days and now I want to leave while I'm still enjoying my job. My last day at work will be 8 August – the day the Beijing Olympics start. Eight is a lucky number for Chinese people so this is a very auspicious date – 08/08/2008. I'm going to take a complete break for a while and spend some time on projects at home, walking and travelling. After that, who knows? "

Happy 60th birthday NHS

It has probably not escaped your notice that Saturday 5 July was the 60th anniversary of the birth of the NHS.

Oxleas will be marking the event with a special exhibition looking at the history of mental health and learning disability care. The exhibition will be part of the Annual Members' Meeting and Staff Recognition Awards Ceremony on Wednesday 24 September, being held at the IndigO2 Arena in the O2 - formerly the Millennium Dome in Greenwich.

The NHS was born out of a long held ideal that good healthcare should be available to all, regardless of wealth. When health secretary Aneurin Bevan opened Park Hospital in Manchester in 1948, it was the climax of a hugely ambitious plan to bring good healthcare to all. For the first time doctors, nurses, pharmacists, opticians and dentists were brought together under one umbrella organisation. A testament to the vision of its founders, the NHS remains free

at the point of need today - though some things have changed. Did you know that:

- Every year the NHS helps the equivalent of almost double the population of Russia - around 245,280,000 people.
- The NHS budget currently stands at more than £105 billion, enough to buy Google!
- In 1958, hip replacements were so unusual that patients were asked to return them after death. The NHS now carries out 1,000 of these replacements every week. The oldest person in the world to have a hip replacement is a 101 year old woman from the West Midlands.
- The NHS in England and Wales employs around 1.3 million people - one in every 40 of the entire population of Prague, making it the fourth largest employer in the world.
- Around 77 per cent of today's NHS workforce is female.

- The breast-screening programme introduced in 1988 now saves the lives of 1,400 women a year.
- NHS social care services were used by 1.7 million people in England during 2006/07 - one in every 30.
- 'Commissioning' is the new buzzword in healthcare. Did you know that all hospital and mental health trusts are dependent on primary care trusts (PCTs) commissioning them for services?

People now live on average at least 10 years longer than they did in 1948. Deaths from cancer and heart disease have fallen dramatically and Britain is one of the safest places in the world to give birth.

The NHS has shown the world the way to healthcare, not as a privilege to be paid for, but as a fundamental human right. The values of the NHS - universal, tax funded and free at the point of need - remain as fundamental to the NHS today as they were when it was launched in 1948.

●●●▶ CAMHS - a place for you

Groundbreaking CAMHS website is online

The trust launched a new website for young people at a special event at the Danson Youth Centre, Bexleyheath, in July.

The website is part of the trust's child and adolescent mental health services (CAMHS). CAMHS specialise in providing help and treatment to children and young people with emotional, behaviour and mental health difficulties.

The website - the first of its kind in the country - aims to provide information on issues that young people often worry about and on the kinds of services and support that can help young people to deal with them. While the Teen Zone and Kids' Zone are especially designed for young people and children, the whole site is for anyone to use - parents, grandparents, carers, young people and children.

The afternoon event included poetry and music by young performers and an opportunity for young people to become

members of Oxleas. Around 20 young people signed up as new members. A short film was also shown which highlighted the stresses young people can experience. 'Brewing' by Bexley youth group Pointless Taxi, follows the story of a sister and brother who try to deal with stress in ways that harm themselves until they are helped by CAMHS services.

The website was declared officially open by Wilf Bardsley, Director of Nursing and Governance and Naushin Shariff from the Bexley Youth Council. Wilf said: "This website is a really innovative way of involving young people and giving you answers to the questions that you and your families may have about issues around mental health." Naushin, who was involved in the development of the website, said: "The key issue for young people is that the website is confidential. You can find the information you want here without having to ask someone about it first. And it was not

just designed by adults - young people were also involved in its development. It is interactive and there are sections where you can add your own content, for example, artwork."

To view the website, go to www.CamhsCares.nhs.uk



●●●▶ Trust continues partnership working with GPs on mental health conditions

GP masterclass on personality disorder

A second masterclass for local GPs was held by Oxleas in June. The focus of this event was personality disorder. Jane Harris, Head of Psychological Therapies in Bromley, led a session on the issues patients with a personality disorder face and the most useful treatment approaches. She also suggested strategies for managing personality disorder patients in a primary care setting. Oxleas Chief Pharmacist, Carol Paton, discussed the use of medicines

in the treatment of personality disorder and shared the latest clinical guidelines.

The next GP masterclass, which will be held on Wednesday 15 October, will focus on complex cases with medically unexplained symptoms and will include primary care expert Alan Cohen as one of the speakers.

For more information, email sally.bryden@oxleas.nhs.uk

Our values - Excellence



Lesney raises the bar

Lesney Ward in the Woodlands unit, Queen Mary's Hospital, Sidcup, has successfully spearheaded the trust's first Lean project in an inpatient setting.

Lean is the process of identifying the most efficient way to provide value to our customers. It has been identified as one of the trust's main priorities in our drive towards excellence. The key elements are better, safer care, delivered sooner and at lower cost.

"There is now more time for staff training and supervision as a result of shaving time off the length of nursing handovers."

Phil Brooker

The Lean pilot in Lesney identified ward rounds and nursing handovers as key areas to focus on. Major clinical decisions involving patients are taken in ward rounds, and nursing handovers are an important way in which information relating to patient care is handed over to the incoming shift by the outgoing nursing team.

The process began last October with a consultation involving patients, carers, staff and external risk management consultants KMT to find out what people thought about how things were done and how they could be improved. Ideas were captured by questionnaires, videoing, brainstorming, process mapping using wall charts and post-it notes and at ward meetings.

Nursing assistant Phil Brooker told Oxleas Exchange: "Staff involvement was crucial to this project and my colleagues on Lesney Ward have worked hard to make sure we do things as efficiently as possible. One obvious benefit is that there is now more time for staff training and supervision as a result of shaving time off the length of nursing handovers." Phil went on to stress the importance of staff being consulted on any

proposed changes: "I believe this was a crucial step in the project as it enabled us to give our input and helped ensure that Lean was a success on the ward."

Based on the findings of the consultation, new standards and operational procedures were designed around the top 10 priorities that had been identified and all staff trained in these so they could be implemented in a systematic way. This was supported by paperwork including ward round timings and handover and audit sheets to ensure the new procedures and standards were maintained.

The pilot was run in May and June this year and Ward Manager Ben Ayisi says that improvements were immediately obvious in handovers: "Handovers were often chaotic affairs before, taking around 40 minutes with constant interruptions and time wasted looking for missing information. There was no system, handover was purely verbal and because there could be dozens of items being handed over, staff remembered almost none of them. Now we have 10 items to hand over based on our top 10 priorities. Thanks to the new handover sheets, handovers take 10 minutes, are in a special room with no interruptions, and staff retain most of the information."

The new procedures for ward rounds took longer to settle in, but these are now working well, according to Ben: "The outcomes have been very positive. Staff are engaging more with patients and go through the top 10 priorities with each patient before the ward round. There are written procedures and clear routines which are adhered to every time. Patients are given slots to be seen so everyone knows what to expect and when. They are an integral part of the ward round and more time is devoted to their issues and needs."

The most significant outcome is a qualitative one with more time for service users' views as

well as nursing feedback. There are also innovations such as conferencing facilities which allow key community workers to input into the ward round without having to be present."

All this is supported by solid evidence from the weekly audits carried out by Ben during the pilot and the subsequent follow-up meetings and questionnaires. The latter show that following the pilot, staff are now overwhelmingly confident in the new handovers and ward rounds.

The success of the Lean pilot in Lesney Ward has already been recognised by the NHS Institute for Innovation and Improvement which has incorporated the results of the pilot into its guidance on ward rounds called 'Productive Wards – releasing time to care.'

The Lean project in Lesney is one of six currently underway in the trust. For more information, please contact Simon Hart, Director of HR and Organisational Development on 01322 625700 or simon.hart@oxleas.nhs.uk

Our values are important to us



Excellence



Ben Ayisi, left, hands over to Healthcare Assistant Greg Ding and Staff Nurse Joanne Hewagama

••• We talk to Stacy Washington, Essence of Care Lead Nurse

Wellbeing is a priority for the trust

Stacy Washington is concerned about the health of the nation. And as the trust's Essence of Care Lead Nurse, she is leading the work to improve the physical health of our service users.

Stacy told Exchange: "This is a key issue faced by our service users everyday. Studies have shown that having a serious mental illness makes you more likely to die younger and those people with mental illness who develop a serious health problem are likely to get sicker and die before their counterparts in the general population. There is also a much higher incidence of smoking, obesity and diabetes in the seriously mentally ill than the general population."

With this in mind, the trust published its Strategy for Physical Health Care in March 2008, designed to improve the physical health of our service users.

Another significant move by the trust in 2008 was to introduce the Wellbeing Support Programme. The aim is to train and mentor staff to be more aware of the issues facing our service users and empower them to give health promotion advice and carry out physical health checks.

Stacy explained: "We currently have 36

members of staff trained in wellbeing and 20 more will be trained on the Wellbeing Support Programme in August and December. All three boroughs' inpatient facilities now have weekly clinics staffed by wellbeing nurses who are carrying out checks and giving service users advice about physical health".

Stacy is also looking at other areas where we can implement the strategy such as providing health promotion material that can be accessed by all staff and hopes that this will be available later this year.

For more information, please contact Stacy on 01322 625700 or email her at stacy.washington@oxleas.nhs.uk



Write way kicks off at Charlton Athletic

The trust has launched its campaign aimed at positively promoting mental health awareness in the media. To make sure the project kicked-off in the right way, we enlisted the help of Charlton Athletic Football Club.

In a move to reduce the stigma attached to mental illness, the trust launched the Write way campaign at a national social inclusion conference at Charlton Athletic's Valley ground on 20 May. Over 50 Oxleas staff and patients marked the special occasion together by stepping out onto the hallowed turf of



the Valley pitch for a match. The result was not important, but, for the record, the red team, managed by Oxleas' Director of Finance, Richard Page, defeated the white team, managed by

Director of Nursing, Wilf Bardsley, 13-2.

The campaign encourages people to praise positive coverage of mental health issues and to voice their opinion when

there is negative coverage. Write way will also positively engage with the media to promote mental health awareness and the work of the trust.

Since the launch, Write way has successfully challenged an article that appeared in the magazine *Personnel Today*. You can read the article and the letters of protest sent by Bromley Public Governor Rosie Shrimpton and Director of Human Resources and Organisational Development

Simon Hart on the magazine's website:

www.personneltoday.com

To join Write way, email writeway@oxleas.nhs.uk or go to www.oxleas.nhs.uk

All trust sites are now smoke free

On 1 July, all inpatient areas became smoke free zones. Rosemary Oji-Boukanga, a staff nurse and smoking cessation advisor on Avery Ward in Oxleas House, told *Exchange* about the efforts they are making to help people quit smoking: *"The challenge for us as smoking cessation advisors is to get patients to quit smoking and encourage healthy lifestyles. The unit has nine smoking cessation advisors with a few trained in brief interventions. We also run healthy lifestyles groups ensuring that physical, psychological and social well being is prioritised within the inpatient setting. The groups are open to all patients and staff and we are on hand to provide advice for patients and staff wanting to quit."*

If you would like to find out more about the Oxleas House smoking cessation group, brief intervention training or about how to start a group on your unit, please contact Rosemary on **020 8836 6622**. If you would like help to stop smoking, please contact your local borough service: **Bexley 020 8298 6161, Bromley 0800 587 8821, Greenwich 020 8293 6979.**

Professionals and carers working together

Chief Executive Stephen Firn recently met with the Greenwich Carers' group at Charlton House, Greenwich.

The group meet once a month and this was an ideal opportunity for carers to be able to share their experiences and concerns with a senior trust representative. These included day facilities in the Eltham areas and security in inpatient areas.

Stephen stressed the importance that the trust places in putting our values into action and the need to maintain the service user/carers support network.

He said that the improved patient survey results showed that progress was being made, but recognised that there were further improvements to be made from collaborative working. Stephen said: *"The best outcomes will result from professionals and carers working together."*



Stephen Firn, centre back, with the Carers' Group

Mental health and drugs

The trust launched its new strategy for the care of people with mental health problems who also use drugs and/or alcohol (dual diagnosis) at the Holiday Inn, Bexley, in July.

This follows a review by Professor Louis Appleby, the National Director for Mental Health, in which he concluded that issues around the care and treatment of people with dual diagnosis remain a significant challenge for mental health service providers.

The trust has prioritised developments to meet the needs of people with dual diagnosis as part of our Annual Plan for 2008 to 2009. Chief Executive Stephen Firn said: *"I welcome the development of this strategy and acknowledge the role we have to play in challenging the stigma faced by people with a dual diagnosis."*

The strategy will focus on improving the experience of service users, ensuring our clinical staff have the skills to deliver appropriate care and treatment, reduce harm and ensure access to services.

Following a stimulating morning of presentations and

group work, the afternoon session began with a play called *Broken Glass* by theatre group Outside Edge.

Founded by a service user 10 years ago, Outside Edge explore issues around substance misuse. This challenging play was their first about dual diagnosis and drew from the cast's own experiences. It was followed by a lively forum where cast and audience explored issues raised in the play.

For information about the strategy, contact Justine Trippier, Consultant Nurse Dual Diagnosis, on **01322 625 700** or justine.trippier@oxleas.nhs.uk



A scene from *Broken Glass*

More news

Oxleas' Angels wow the crowds

You probably all remember Charlie's Angels – well now we bring you Oxleas' Angels. Our very own heavenly body of beauties took time out recently to pose with Chief Executive, Stephen Finn. They were celebrating the fact that their grand efforts in the recent Cancer Research Race for Life at Blackheath, on Sunday 13 July, raised more than £1,000 for the charity. The fabulous foursome walked the five kilometre course in a creditable 55 minutes - singing and entertaining the crowds



Angels from left, Deborah Jones, Ceinwen Francis, Marina Rispin and Suzanne Sowle. The one in the middle without the halo is Chief Executive Stephen Finn

along the way. Six colleagues called 'Team Oxleas' also took part in the event in memory of their friend Sarah Peters, an Oxleas House staff member who died of cancer in 2004. They raised £500 for Cancer Research.

Ceremony was more like the Oscars

A City and Guilds presentation ceremony met with the sort of reception you would normally associate with the Oscars. To enthusiastic, loud and infectious applause from patients, staff and guests, the Mayor of Dartford, Cllr Ian Armitt, presented City and Guilds certificates to eight male patients at the Bracton Centre in Dartford. The eight successfully completed horticultural training run as a joint enterprise between the trust and

Focal Point. Cllr Armitt said: *"It is an honour and privilege to be invited back to Oxleas and I am delighted to hand out the City and Guild certificates once more. I thoroughly enjoy coming to the Bracton and talking to the patients about their achievements."* Oxleas Chair, Dave Mellish, said that this sort of training helps people to participate in their communities and projects like this are very beneficial to patients when they are ready to leave.

Five a side footie



The third annual Oxleas five-a-side football tournament kicked-off at The David Beckham Football Academy in Greenwich in June. Fourteen teams took part, each included at least three service users. The final was won by a team from Pinewood House and the Crayford Centre which beat the Assessment Team (Greenwich) 1-0 in the final.

Win a CD competition!

We are giving away a CD of your choice courtesy of **NHSDISCOUNTS**
www.nhsdiscounts.com

To enter, just answer the following questions:
1. In what year did Jack Yan become a charge nurse?
2. Where was the new CAMHS website launched?

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

Congratulations to Mariam Jallo-Jamboria who won the last competition.

Safeguarding children

The trust launched its first Safeguarding Children Strategy at a conference at the Holiday Inn, Bexley, on 20 June. The strategy outlines what the trust will achieve over the next three years in order to strengthen its safeguarding children arrangements. Improvements are planned in five key areas:

- mainstream safeguarding children
- effective safeguarding children structures
- learning through experience
- development of knowledge and skills
- engaging with service users.

Over 100 people including staff from across the trust and representatives from local safeguarding children organisations gathered for a stimulating day of presentations, workgroups, debate and networking.

A lively debate was sparked in the afternoon session by the Splinter Group's performance of their short play *Keeping the family in mind*. This focused on good practice and the role of professionals in recognising the impact of parental mental illness on all members of the family. For more information on the strategy, contact Sarah Turner, Named Nurse Safeguarding Children, on 01322 625700.

Looking good!

Oxleas staff have started a scheme to help some service users indulge in a little extra pampering. The Greenwich Community Learning Disability Team (CLDT) is running sessions around looking and feeling good. The team approached local stores such as Boots and Body Shop which generously donated products for everyone to try. The men's group tried out hair gels and deodorants while the women's group had fun using makeup, moisturisers, perfumed shower gels and bath products.

For further details contact Heidi McKay on 020 8921 4860 or heidi.mckay@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.

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