

# Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

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## Drumming up support!

Oxleas certainly knows how to drum up support – as was proved when more than 350 trust members spent a spectacular day at the O2 in Greenwich in September – at the Annual Members' Meeting (AMM).

The crowd was able to enjoy an exhibition on the history of mental health and learning disability care, a celebration of the 60th anniversary of the NHS, the popular 'marketplace' with stalls about trust services and lots of fun activities. The trust's annual Staff Recognition Awards were also presented.

One of the prime attractions at the spectacular Indigo2 Arena, part of the renamed Millennium Dome, was Dogon Music. The band's performance with African drums and follow-up workshop, with many people taking part, was tremendously popular.

A highlight of Oxleas AMM is always the Staff Recognition



Awards presentations and this year was no different. The awards are based on the trust's six core values and this year a separate award was made by the User and Carer Council (see centre pages for details of winners and runners up). Trust Chair Dave Mellish said:

*"Thanks to a combination of the people present, the 60th anniversary display, the location and lots of hard work, this was in my view the best AMM we've ever held. The feedback has been extremely positive."*

## Double 'excellent' for Oxleas

The Healthcare Commission's annual health check of NHS trusts has rated Oxleas' quality of services and use of resources as 'excellent'. These are the highest ratings possible. We are among only 12 mental health trusts nationwide to receive a rating of 'excellent' for both our services and use of resources for 2007/08. Since 2002 we have received the highest possible rating for the quality of our services in five of the six years. This cannot be bettered by any mental health trust in the country.

The annual health check is a challenging and comprehensive assessment of every NHS trust. To do well, trusts must perform strongly across a broad range of

standards and other issues that really matter to patients. The report published on 16 October confirms that we have met all the Healthcare Commission's core standards and each of the government's national targets, scoring a total of 49 out of 50. These scores are based on a range of information gathered throughout the year, including self assessment, patient surveys and staff surveys.

Stephen Firn, Chief Executive, said: *"Over the past year or so we have targeted our efforts on improving the things that matter most to our patients and I am delighted that this has paid off. It is a testament to the hard work and dedication of our staff that*

*we have received the top rating for the quality of our services. It means that local people can be confident of the high quality of the services that we provide."*

The Secretary of State for Health, Alan Johnson MP and the Chair of the Healthcare Commission, Professor Sir Ian Kennedy sent a personal letter to Oxleas praising the trust's consistent high performance. In it they said: *"To do well, your trust must perform strongly across a broad range of standards and targets covering what really matters to patients...Your organisation has achieved a level of performance that all trusts should aspire to."*

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

## 'Excellent' news for the trust



Stephen Firn, Chief Executive



Dave Mellish, Chair

It was terrific to see so many staff, governors and members at our Annual Members Meeting at the O2 in September. This year's AMM was the most impressive we have ever staged and by far the best attended. The 'Market Place' showcased many of the services we provide across the trust and was an important opportunity for staff, governors and members to discuss in more detail the services we provide. This year we also celebrated the 60th anniversary of the NHS with an impressive display of the history of the service. Most people agreed that the highlight of the AMM was the Recognition Awards which once again paid testament to the extraordinary hard work and dedication of our staff. See the centre pages for details of the award winners.

10th October was World Mental Health Day and many thanks to everyone who participated in events across Bexley, Bromley and Greenwich to raise awareness of mental health issues and challenge myths and misconceptions. Details of these uplifting events are on page 7.

Also during October, we participated in a groundbreaking mental health event at the Priory School in Bromley. There is no doubt that mental health problems are increasing amongst young people and adolescents. This was a welcome opportunity to discuss with young people their views on mental health problems and consider how we can improve services so that they meet their needs. We would like to welcome the 60 young people who became members of Oxleas and look forward to hearing your views about how we can make services more welcoming and receptive to young people's needs. Following the success of this initiative, we hope to take part in similar collaborations in schools in Bexley and Greenwich.

We are extremely pleased that the Healthcare Commission rated the quality of services and use of resources in Oxleas as excellent. As indicated on page 1, only 12 mental health trusts in the country achieved a double excellent rating and this has drawn praise from the Secretary of State for Health. This rating and our improved patient survey results (see below) are real

evidence that we have improved services in a way that has made a real difference to users and carers. Over this past year we have worked together to improve the things that matter most to service users. This has included improving:

- Support to carers and families
- Information on treatments, especially medication
- Involvement in care planning
- Relationships with professionals.

These constitute our 4 'Must Do' priorities and we will continue to focus on these in the coming year as we strive to achieve our purpose of providing the best quality health and social care to users and carers.

It is the skills and dedication of our staff and the partnerships we have with governors, members and other stakeholders that will enable us to further improve the quality of services we can provide to local people. We are committed to continuing to make further improvements in our services and we look forward to working with all of you to achieve this.

•••▶ National Patient Survey 2008

## Survey points to increasing patient satisfaction

The National Patient Survey has reported that services across Oxleas NHS Foundation Trust are continuing to improve at an impressive rate.

The number of people rating the quality of care they receive as 'excellent' has increased by eight per cent since 2007 and the number of people who rate their care as 'very good' is up four per cent. The survey is sent to a random sample of 850 people who use community mental health services for adults and older adults throughout Bexley, Bromley and Greenwich.

Other highlights in the Healthcare Commission's mental health survey 2008 show

that trust scores have improved in 28 areas.

One of the most striking performances is in the counselling category of the survey – which increased from a 71 per cent satisfaction rate in 2007 to 82 per cent in 2008. This is evidence of the quality of the trust's psychological therapies and its efforts to make them available to more people. It puts Oxleas in the top grading nationally in this area.

The survey also showed that the average score across all areas has improved from 67 to 72 on last year. The trust was also significantly above the national average for the percentage of people that feel involved in

decisions about their treatment which reflects the efforts of staff to empower people to make informed choices.

Chief Executive Stephen Firn said: "Feedback from those that use our services is extremely important. We use the results of the National Patient Survey to prioritise improvements that will make the most difference to our patients. "We are very pleased with the improvements made over the past year. Oxleas' staff strive to make sure all people that use our services are treated professionally and courteously. We will continue to work hard and further improve in the future."

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# Winners

## Having a user focus

**Dr Phil Steadman, Psychiatrist, Ferryview Centre**

Phil was nominated by several service users and carers for his kindly help and support over many years. A carer who nominated Phil said that he has "always been there when needed" and a service user's nomination stated: "Dr Steadman has always made me feel valued as an individual and I have always found him caring and helpful."



## Excellence

**Debbie Cutajar, Community Psychiatric Nurse, Carlton Parade**

Debbie won this award because of the exceptional way she used her knowledge and expertise to help a family where the father had early onset dementia. She encouraged them to maintain family life through very difficult times, and helped the children to come to terms with their father's illness and to prepare for the future.



## Partnership

**Lucy Kaiyiya, Greenwich Carers' Support Worker**

Lucy has worked tirelessly to ensure the needs of carers are met. Her lively personality and boundless energy have won the admiration of both staff and the carers she serves. She has established a steering group in Greenwich Council and been a key player in the expansion of the monthly carers' group.



## Safety

**Group Therapy - Male Offenders with Learning Disabilities Team**

This team has won because of the work they have done in providing evidence based cognitive behavioural therapy (CBT) to men with learning disabilities who have also been accused of offences in Bexley and Greenwich boroughs. The group helps the men to recognise the harm they have done and to stay safe.



*"The 112 nominations this year for the Oxleas Recognition Awards were of a consistently high standard. This made choosing the winners particularly hard. The awards pay tribute to the tremendous amount of hard work and dedication shown by our staff over the last year. I would like to congratulate everyone who received an award and thank all those who sent in nominations."*

●●●▶ Stephen Firm, Chief Executive

## User and Carer Council

**Denise Russell, Art Therapist, Erith Centre**

Since joining the Art Therapy Department in the old Bexley Hospital in the early 1970s, Denise has worked constantly to improve her clients' health and lives. A good listener, she is always calm and knows when to give gentle prompting and advice. She has helped many to develop a lifelong interest in art.



## Being responsive

**Greenwich Home Treatment Team**

The team has won this award for their initiative to improve the health of both service users and staff. The team runs a weekly wellbeing clinic where service users receive health checks and lifestyle advice. Staff now have the opportunity to use bikes to carry out home visits and work-related travel, demonstrating an enjoyable form of exercise which is open to all.



## Learning

**Focal Point**

This team won the award for their innovation, enthusiasm and responsiveness in delivering in-house training to service users with challenging behaviour. Their bricklaying project helps service users to develop skills in a specialist area that will increase their employment opportunities when they move back into their communities.





# Runners up

## Having a user focus

Tommy Wallace,  
Cook, Atlas  
House



Tommy was nominated by a colleague because *"Tommy is observant and caring, he notices when someone is off their food and reports it to nursing staff. He regularly attends the community meeting to get feedback about his food and changes his meals accordingly."* The colleague praised Tommy for his enthusiasm and his healthy good quality food.



## Excellence

John Webster,  
Community  
Psychiatric Nurse,  
The Heights



John was nominated by a carer for providing the highest quality of care and support for her ex-husband and son, both of whom suffer from schizophrenia: *"He recognised that it was having a devastating effect on my health...I feel that John deserves an award because he has shown exceptional care to my whole family."*



## Partnership

Oxleas and Tate  
Britain Carers'  
Project



This team has been involved in an innovative collaboration with Tate Britain which draws on the arts to improve an individual's wellbeing. The project has formed unique partnerships and is developing therapeutic interventions that can be reproduced anywhere in the country.



## Safety

Medication  
Management  
Team, Oxleas  
House



The team was nominated for increasing nurse competency and reducing medication errors within the trust. The project to assess and improve competence in medications management was run with the National Prescribing Centre. Staff felt empowered to use assessment tools and service user engagement improved.



## This year, the judges also commended the following:

- Having a user focus - Wellbeing/Gym, Woodlands Unit
- Excellence - Marlene Corke, Senior Healthcare Assistant, Bracton Centre
- Partnership - CAMHS Website Project Team
- Safety - Mark McManus, Team Manager, Blean Grove; Feroze Ackburally, Recovery Team Nurse, The Heights; Naidoo Armoordan, Clinical Nurse Manager, Green Parks House
- User and Carer Council Award - Katy Grazebrook, Consultant Clinical Psychologist, Memorial Hospital; Reception Team, Ferryview Centre; Ruth Ashworth, Social Work Team, Bracton Centre
- Being responsive - Lean Project, Lesney Ward, Woodlands
- Learning - Stacy Washington, Essence of Care Lead

Further information about the awards and a list of all 112 nominations is available on the trust website [www.oxleas.nhs.uk](http://www.oxleas.nhs.uk)

## User and Carer Council

Amanda Collins,  
Early Intervention  
Care Coordinator,  
Greenwich



Amanda was nominated by a client's carers for her tireless efforts to inform him about and help him accept his condition and medication. She has worked with him to help him regain his confidence in using public transport and mixing with members of the public.



## Being responsive

Goldie Leigh and  
Memorial  
Regeneration  
Estates Team



This team has spent the last two and a half years working to ensure that the Goldie Leigh and Memorial regeneration project was managed efficiently and to demanding current standards. The project was completed within its £25M budget and has successfully provided modern, high quality facilities.



## Learning

Dr Marcus  
Averbeck,  
Greenwich Child  
and Adolescent  
Mental Health  
Services



Marcus was nominated for his tireless work to improve family inclusive practice across the trust. This has included supervising professionals working with families, some of whom were working with families for the first time. His calm, friendly and relaxed approach puts teams at ease.



## Carers' strategy launched

Both the Government and the trust have recently introduced carers' strategies.

New commitments in the Governments' carers' strategy include short breaks for carers; supporting carers to enter or re-enter the job market and improving support for young carers. Other schemes include the piloting of annual health checks for carers to help them stay well and training for GPs to recognise and support carers.

The trust's carers' strategy was launched at the Annual Members' Meeting in September. This follows a year in which the trust, headed by Trust Carers' Lead Helen Dunkley, has been working hard to improve its support to carers. Helen told Exchange: "Feedback from carers confirms that things have been progressing with numerous areas of good work around

*the trust. We still have a long way to go, however, so we have drawn things together into a trust-wide carers strategy to ensure that we have a clear vision of where we want to be in terms of our relationship with and our support to carers. The strategy also*

*sets out clear objectives and action plans for how we are going to achieve the vision."*

Consultation on the new strategy took place during March and April and feedback from the Patient Advice and Liaison Service (PALS) and carer events also helped to develop the trust's aims for carers. The six main aims of the strategy are based on what carers have said is important to them:

- To improve our identification of carers
- To improve our involvement of families and carers (in the care and treatment of the service user)
- To improve our information for families and carers
- To improve our assessment of carers' needs and development of carers' care plans
- To improve our support to carers at times of crisis
- To develop the skills and confidence of our workforce in working with families and carers.

Helen now plans to develop working groups in each of the trust's three boroughs and in forensic services, and a trust-wide strategy group to drive implementation of the strategy and monitor its progress.

For further information on the trust's strategy please contact Helen Dunkley on: **01322 325040** or [helen.dunkley@oxleas.nhs.uk](mailto:helen.dunkley@oxleas.nhs.uk)

You can view the Government's Carers' Strategy by typing 'Carers' Strategy' in the search function at [www.dh.gov.uk](http://www.dh.gov.uk)

### Local carers' support

**Carers' Support Bexley** is a registered charity that provides information, support and breaks for carers. They produce a carers' information pack about services for carers in Bexley borough and other services include welfare benefits advice, support for young carers and volunteers who will lend a 'listening ear' to carers who are isolated.

You can contact them on: **020 8302 8011** or [info@carerssupport.org](mailto:info@carerssupport.org) or [www.carerssupport.org](http://www.carerssupport.org)

**Carer Bromley Young Carers' Service** works with children and young people aged between four and 18 and is currently supporting over 350 young carers in Bromley. Around 24% of these are caring for a family member with a mental illness. Mental health professionals can make referrals by calling them on **01689 898289** or by fax to **01689 890850**.

**Looking after me** is a free course developed by Greenwich PCT for carers. It looks at relaxation techniques, healthy eating, coping with depression and communicating with family and professionals. It is open to any carer whose health is affected by their caring role. For more information, contact Debbie Monkhouse on **020 8293 6756** or [debbie.monkhouse@greenwichpct.nhs.uk](mailto:debbie.monkhouse@greenwichpct.nhs.uk)



•••▶ Kathy Hillier and Jack Yan retire

## Trust says farewell to Kathy and Jack

**K**athy Hillier, the trust's former National Vocational Qualification (NVQ) and Lifelong Learning Coordinator, retired on 23 September.

Kathy was an extremely popular member of staff who in her eight years with the trust helped many people who did not

have many formal qualifications to gain the learning they needed to take their careers forward.

Kathy worked in Learning and Development (L&D) throughout her time at Oxleas, and a notable achievement was leading the trust to achieve Matrix accreditation for the trust's information, advice and guidance (IAG) service for learning and work in 2006. Another highlight was when Kathy was invited to speak and pick up an award at the House of Lords.

Jeff Burge, Induction and Mandatory Training Manager, said:

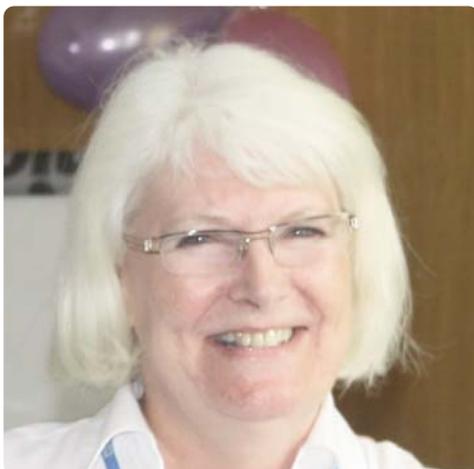
*"Kathy has helped many staff access learning and supported many others to gain the confidence they've needed to further their development. We in L&D will miss her as I am sure will many others around the trust."*

**J**ack Yan, who we featured in the last edition of *Exchange*, retired on 8 August after nearly 40 years in the NHS, the last eight as Bexley Service



Manager.

At Jack's leaving ceremony, Trevor Eldridge, Director of Mental Health Services in Greenwich, paid tribute to his former colleague as: "One of the most professional people I have ever worked with."



## Young minds get lessons in mental health

Oxleas has joined forces with an Orpington school to help run a conference for its sixth form students.

Trust members visited the Priory School, Orpington, on 14 October to take part in a conference about the mental health issues affecting young people. The event was part of a regular series of conferences in which the students explore issues around ethics and spirituality.

Around 80 students aged 16 to 17 took part in four related activities. Sessions included a video by a local youth group about a family affected by mental illness, a mental wellbeing workshop from Young Minds, a chance to explore the trust's new CamhsCares website for young people and lively discussion groups which challenged stereotypes surrounding mental illness. Nearly 60 young people also took the opportunity to become



members of Oxleas.

The event was launched by local youth worker and writer Martin Buchanan who performed his poem *The Bubble* about overcoming the difficulties he faced as a teenager. Feedback was very positive with most students reporting that their views on young people and mental illness had been influenced by the conference. Here are some of their comments:

*"Mental illness is more common than I thought."*

*"Young people can get mental illness because they get stressed or depressed and can't handle their emotions, but they can be taught to handle things better."*

*"I found the sessions very interesting and now have a greater understanding of the minds of people of my age."*

●●●▶ World Mental Health Day 10 October

## Independent mental health advocacy

The World Federation for Mental Health organises World Mental Health Day (WMHD) every year on 10 October. The theme this year was *Making Mental Health a Global Priority: Scaling Up Services through Citizen Advocacy and Action*. Its aim is to highlight the need for a stronger advocacy movement.

Oxleas marked the day with an Independent Mental Health Advocacy conference at Blackheath Halls for service users, community partners and staff.

The event was organised by the Trust Mental Health Act Implementation Project Lead, Judy Wolfram, who said: *"Independent advocacy can give someone a voice when for whatever reason they are unable to make their voice heard and have no one who can speak up for them. Advocates support people to clarify their options, express their wishes*

*and feelings and live with hope. The aims of advocacy are social justice, equality, community cohesion and social inclusion. It is essential for service user participation in service planning and civic life."*

The busy day included in-depth looks at the role of the independent mental health advocate by Kay Stephen of the Care Service Improvement Partnership (CSIP) and The Black and Minority Ethnic (BME) Pilot Scheme for Advocacy by Olivia Nuamah, Race Equality Lead, London Development Centre. There was also a very popular 'World Café' session where delegates were encouraged to express their thoughts on different elements of advocacy by writing, drawing and modelling plasticine on paper tablecloths.

A number of service users and advocates were interviewed in confidence prior to the conference and their views on advocacy were

shared on the day. Here are some excerpts:

*"If I had no advocate I would not have been able to put across how I was feeling and my medication would have been increased which I did not want."*

*"My advocate put across my views, spoke on my behalf and enabled my opinion to be heard."*

*"I have seen clients regain confidence due to knowing there is someone who will give them support when it really matters."*

*"Advocacy gives clients an understanding of their rights and control over decisions that affect their life and health. They don't feel overwhelmed by various professionals in meetings."*

For more information on advocacy within the trust, contact Judy Wolfram [judy.wolfram@oxleas.nhs.uk](mailto:judy.wolfram@oxleas.nhs.uk)

## Staff meet the public in Bexleyheath Teams compete at Beckham Academy

The Bexley Early Intervention Team shared two stalls with mental health charities in the Bexleyheath Shopping Centre.

Local people stopped by to talk about community mental health services and pick up information on all aspects of mental health promotion including substance and alcohol misuse.



An Oxleas team took part in a football tournament to celebrate WMHD at the David Beckham Academy in Greenwich. Teams from across Oxleas and other trusts competed for a trophy which was won by Hackney FC, representing East London NHS Foundation Trust who played the Bracton Centre team in the final.



More news

## Sally to raise funds in India trek



**A** consultant in adult psychiatry based at the Erith Centre is planning a fundraising trek in India and a week volunteering in Sri Lanka early next year in a bid to improve mental health services there. Sally Browning will be supporting the

Overseas Volunteer Programme of the Royal College of Psychiatrists (RCP) which provides help to developing countries. Sally said: "Around the world, people with mental illness tend to get a poor deal, often facing stigma in their own community and with limited access to services which are generally under-resourced. This is particularly so in the poorer countries of the world where workers may be trying to provide a service in incredibly difficult conditions."

The RCP has set up the programme to respond to requests for help using UK based volunteers who go at the invitation of, and who work with, local communities and services.

Sally has a web page that you can sponsor her on. It is: [www.justgiving.com/sallybrowning](http://www.justgiving.com/sallybrowning)

## Spreading the word in Norway

**M**embers of the Bromley Assertive Community Treatment (ACT) Team travelled to Norway recently to share best practice with their Norwegian colleagues.

Itai Chikomo, Julian Palmisciano and Mark McManus took part in a conference in Skien where they shared their positive approach to care and social inclusion as well as techniques like motivational interviewing with health and social care professionals as well as some interested politicians.

Conference organiser Thove Berger, a local team leader, is now seeking funding to set up an ACT team in Skien.



Mark McManus speaking at the conference.

### Win a CD competition!

We are giving away a CD of your choice courtesy of **NHSDISCOUNTS**  
[www.nhstdiscounts.com](http://www.nhstdiscounts.com)

To enter, just answer the following questions:

1. How many students took part in the conference at the Priory School?
2. Where is Sally Browning planning to go on a fundraising trek?

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

Congratulations to Ann Crawford who won the last competition.

## Inspired stories

**G**reenwich service user film group Inspirational Filmworks has joined Flexible Films to launch an internet TV station promoting and sharing inspirational stories of people living with mental illness.

Inspired-stories.tv will be the first TV station of its kind to give mental health service users a platform to tell their stories and learn about filmmaking.

The launch event on 9 October at London Bridge featured film screenings and talks about film by service users.

For more information, contact Community Resources and Employment Coordinator Frederica Joseph at [frederica.joseph@oxleas.nhs.uk](mailto:frederica.joseph@oxleas.nhs.uk)

## Recovery 2008 Style

Can anyone help me?

I'm trying to recover from this recovery programme I'm on.

I keep telling them I'm in crisis, but they say, No, you're recovering.

Besides, they say, the Crisis Centre is full, You'll have to wait your turn to be in crisis, But there are plenty of spare seats on the recovery programme.

If I want to be in crisis, I'm jolly well gonna be in crisis.

I learnt to say that in therapy, Courtesy of Oxleas.

I'll just have to be in crisis on my sweet ownsome.

I managed okay when I was Christ in the wilderness,

But that was before they got their hooks into me.

Have you noticed?

They go on about empowerment and getting your anger out,

But they really don't like it when you're empowered with them,

Or let your anger out at them.

I've decided that the best policy is passive manipulation.

I learnt that in Assertiveness Training, Courtesy of Oxleas.

It works every time, if you're clever and subtle enough.

It's a win-win situation.

Two wins to me, borax to them.

I'm gonna take this issue to the European Court,

It's a fundamental basic, God given human right

For any person to be in crisis

Whenever they want to be.

That'll learn 'em.

By John Exell

If you have written a poem you would like to share, please send it to Communications at the address below.

## What is recovery?

"John raises an important point about recovery. Services provide treatments and therapies etc to aid recovery. But 'recovery' is a personal journey and cannot be defined by anyone else. Services should not hijack the term." Katy Grazebrook, Consultant Clinical Psychologist.

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)