

Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST

Please take a copy today

Indigo live at Indigo2



Crayford Day Centre band Indigo fulfilled a dream recently when they played at the O2 in Greenwich.

The occasion was Oxleas' Annual Members' Meeting and Staff Recognition Awards 2009 held in the Indigo2 Arena at the O2.

The band more than rose to the challenge as they entertained a record crowd of over 500 people. For more, see centre pages.

Oxleas wins prestigious awards

Oxleas has won two prestigious national awards – one of which is Mental Health Service Provider of the Year. The trust bagged the brace at the Royal College of Psychiatrists Awards.

Oxleas also won the Medical Manager/Leader of the Year award – for Dr Ify Okocha, who was recently appointed Oxleas' Medical Director.

The awards mark the highest level of achievement within psychiatry, and are designed to recognise and reward excellent practice in the field of mental health.

Dr Ify Okocha said: "I am delighted to have been given this award. However, I would not have received this honour were it not for the hard work and dedication of my colleagues at Oxleas whose efforts were recognised by the Mental Health Service Provider of the Year award."

The awards ceremony, held on 6 October, was hosted by journalist

and broadcaster Libby Purves. Professor Dinesh Bhugra, president of the Royal College of Psychiatrists, said: "We received hundreds of nominations and the judging panels were extremely

impressed by the high standard of entries."

Look out for the next edition of Exchange where Dr Ify Okocha will talk about his new role.



From left, Professor Dinesh Bhugra, President of the Royal College of Psychiatrists; Patsy Fung, Head of Occupational Therapy at the Bracton Centre; Dr Janet Parrott, Consultant Psychiatrist and Clinical Director Forensic Services; Professor Louis Appleby, National Director for Mental Health in England; and John Enser, Director of Bexley and Forensic Services

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Welcome



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

Healthy turnout at Annual Members' Meeting



Stephen Firn, Chief Executive



Dave Mellish, Chair

Welcome to this special edition of Oxleas Exchange which includes extended coverage of our Annual Members' Meeting and Awards Ceremony. The event at the Indigo Arena at the O2 in Greenwich was attended by a record turnout of around 500 people. The theme was health and wellbeing and the programme included lots of activities that people of all ages and abilities were able to join in with. These included activities to improve physical health and wellbeing such as stop smoking stalls and checks and advice on reducing blood pressure and cholesterol levels. There were also many activities aimed at improving mental health and wellbeing including helping people to learn new skills, taking part in energetic activities and building a good supportive social network. The pictures in the centre pages show many attendees enthusiastically taking part in dance and movement sessions; paper weaving; music jamming sessions; sculpting with wax; and even extreme drawing using giant pencils! We hope everyone enjoyed participating in these activities and that many of you picked up ideas and tips for

keeping healthy. Many thanks to everyone who organised and ran various activities and to the Indigo band from Crayford Day Centre and the Blackheath Conservatoire Trio who provided great live music. Once again the highlight of the meeting was the presentation of the Recognition Awards to staff who have made outstanding contributions over the last year. We had a record number of nominations for awards with a significant proportion of people being put forward by service users and carers. The awards were given to those members of staff who had done most to demonstrate our six values of:

- Having a user focus;
- Providing an excellent service;
- Promoting learning;
- Being responsive and avoiding delays;
- Working in partnership; and
- Ensuring a safe service.

This year we were delighted that Natalie, a service user with the Bromley Assertive Community Treatment Team, accepted the award for Learning for the role she and

others played training staff on the service users' perspective of serious mental illness. Many congratulations to all the winners and to everyone who was nominated. If you were not fortunate enough to be present there is a video of the meeting and full details of the recognition awards on the trust website www.oxleas.nhs.uk The meeting also marked the last day of Dr Peter Jarrett's tenure as Medical Director. Peter made an outstanding contribution as Medical Director for more than 14 years. He gave a personal reflection on his experiences at the meeting and received the heartfelt thanks of all his colleagues. Peter will be continuing his role as Consultant Psychiatrist in Bexley as well as helping us to maintain patient safety standards across the trust. Whilst saying goodbye to Peter we are delighted to welcome Dr Ify Okocha as our new Medical Director and congratulate him (see page 1) on his award as Medical Manager/Leader of the Year by the Royal College of Psychiatrists. This is a fantastic testament to Ify's work with the trust so far and a great way to kick off his new role.

●●●▶ Care Quality Commission rates Oxleas use of resources as 'excellent'

Positive results for Oxleas in performance ratings

The Care Quality Commission's (CQC) annual health check of NHS trusts has rated the quality of care provided by Oxleas as 'good' and its use of resources as 'excellent'. The report published in October confirms that the trust has met all of the CQC's core standards. It covers the 12 months up to 31 March 2009. The annual health check scores NHS organisations on many aspects of their performance. These scores are based on a range of information gathered throughout the year, including self assessment and

patient surveys. To calculate the overall ratings the CQC gave Oxleas the following scores:

- Safety and cleanliness - 12/12
- Waiting to be seen - 2/2
- Standard of care - 9/11
- Dignity and respect - 9/9
- Keeping the public healthy - 4/4
- Good management - 15/16

Chief Executive, Stephen Firn, said: "We are happy that the efforts of our staff have once again been reflected by high performance in

the ratings. However we are disappointed that the rating for the quality of our care is 'good' rather than 'excellent'. One of the main reasons for this was feedback from people who had used our inpatient services in the national patient survey. We have already taken several steps to improve the experience of people using our inpatient services. We are starting to see the impact of these improvements as satisfaction in our own surveys has increased since the national survey last year."

News



●●●▶ Owen to try his luck in pastures new

Good teams need a bit of Luck

All good teams, be they healthcare or sporty, could do with a bit of Luck. Sadly, Oxleas is about to run out of Luck. Owen Luck is to leave the trust. Owen, a popular nurse at the Tarn Psychiatric Intensive Care Unit (PICU), Oxleas House, will be joining Gordon Hospital, part of the Central and North West London NHS Foundation Trust. The Gordon Hospital is a 90-bedded hospital for adults aged 18-65 with mental health problems, serving the Victoria and West End areas of London. Owen, 33, who trained at the University of Greenwich, is also well known for his love of football, a devotion he has shared at every



World Mental Health Day. And he represented the trust in Mental Health Action

possible opportunity with colleagues and service users alike during his four years with Oxleas. Oxleas Nurse of the Year in 2006, Owen established the annual five-a-side tournament, now played at the David Beckham Academy in Greenwich, in celebration of

Week on the pitch at his beloved Charlton Athletic and at Arsenal as well as playing a large part in the successful 2009 Wellbeing festival also staged at The Valley. Owen has also arranged free tickets for service users for concerts at the O2 in Greenwich - including Britney Spears and The Pet Shop Boys. Joint Head of Nursing, Phil Garnham, was full of praise for Owen's contribution to the trust. But he is concerned that Owen's departure will leave a big hole in the football life of the trust. So if there's anyone out there that wants to take on the role of footballing trailblazer, as Luck would have it ... there is a vacancy.

●●●▶ More news

Greenwich FC needs players

Greenwich Community Psychiatric Nurse and Care Coordinator, Hamid Ghazzali, needs your help. He'd like colleagues to encourage service users in the borough that fancy getting involved in a five-a-side football team - Greenwich FC - to get in touch. An 18 year veteran with the trust, Hamid, who works for the recovery team, has spent the last six at The Heights in Charlton. He helps organise and run a football team - made up exclusively of service users - but now wants some fresh new players to improve on last season's second place position in the Positive Mental Attitude League.

Liverpool fan, Hamid, 44, said: "Last season was a great achievement as it is a London-wide league. However, I believe we can go one better. Football is a great way of keeping fit and it gives those that get



involved in the team a real focus in their lives." This was backed up by service user Robert Tubbs who told Exchange: "It's good to be part of something that is growing. Originally there were just three of us but now we're getting

new players coming in. Consistency is what we want and we need players that are going to turn up every week." If you are a Greenwich service user interested in playing the beautiful game, call Hamid on 020 8269 4177 or email hamid.ghazzali@oxleas.nhs.uk

Celebrating Black history

There was delicious food from three continents on offer at the re-launch of the Oxleas Black and minority ethnic staff network. On the menu was jerk chicken and mutton from the Caribbean, some superb fish from Africa and a mouth-watering array of Asian culinary delights. The event, which was held at Pinewood House, coincided with Black History Month which is held every October in Britain and helps to raise awareness of Black and minority ethnic (BME) history and the contribution of BME people to British society. Visitors were greeted by Dr Martin Luther King Junior - well actor John Adewole playing the part. Organiser and Oxleas' Spiritual and Cultural Care Coordinator, Qaisra Khan, encouraged people to attend wearing "clothes that reflected the diversity of their cultural or historical background." Qaisra is pictured in the foreground of our picture looking splendid in a stunning red outfit. Another event celebrating Black History Month was the BME Forum held in Greenwich. The aim of the event was to highlight issues of importance to BME service users and carers, provide information about services and gather feedback as to how services could be improved. The day was part of the consultation programme designed to direct and influence the work of the Community Development Team in Greenwich.



Oxleas' new governors

Over the Summer, elections were held to appoint seven governors to the trust. They are:

- **Public constituency, Bexley**, two were elected:
Ann Lucas
Stephen Brooks
- **Public constituency, Bromley**, one was elected:
John Woolgrove
- **Service user/carer constituency**, three were elected:
Bryn Connah
Mary Ellen Stirling
Bob Bedwell
- **Staff: Forensic staff constituency**, one was elected:
John Black

Chief Executive, Stephen Firn, said: "Congratulations to all who were elected and we look forward to working with the new governors to improve services."

Ace drama in Bromley

Mental health charity Community Options is running a series of drama workshops in Bromley. ACE drop-in is facilitated by The Outside Edge Theatre Company and aims to support people with mental ill health who also use drugs and/or alcohol. Their family and friends are also welcome to attend. No previous experience is necessary for the sessions which use creative expression to support mental wellbeing. ACE drop-in meets every Thursday from 5pm to 7.30pm at Community Options, 2a Fielding Lane, Bromley, Kent BR2 9FL. For more information contact Tracy Simpson on 020 8313 9725.

Exchange stories Oxleas Exchange

●●●▶ Ken Thomas tells *Exchange* about his recovery from severe depression

Depression is nothing to be ashamed of

After leaving Pembrokeshire in his native Wales, Ken Thomas enjoyed a successful 18 year career in the Army, rising to the rank of sergeant major. As an assistant quantity surveyor with the Royal Engineers, he served in what was then Malaya from 1954 to 1957, leaving just two days before independence. Back in Civvy Street in 1967, Ken spent the rest of his working life as a quantity surveyor. Ken says: "Looking back, I did not know who I was. I hid behind my roles and was good at keeping things to myself, and keeping up a front for others when I was not feeling so well."

"I started to become depressed around five years ago, which was five years after I had retired. I knew something was wrong, but had no idea what it was, and certainly did not think I was depressed or mentally ill. For a long while I hid how I was feeling from my wife, put on a brave face and told myself to pull myself together – as I had often told other people to do in my days as a sergeant major."

Ken's condition deteriorated and he took an overdose. This was the turning point. He was transferred from the hospital where he

was originally taken to Leyton Ward in the Woodlands unit at Queen Mary's Hospital, Sidcup. He is full of praise for the staff who looked after him there. "I decided straight away that I would cooperate and try to get



well and not hide things and they couldn't have treated me better. My financial situation had also deteriorated by this point – I had let myself go – and they really helped me to sort things out."

Ken feels that he is stronger and even happier as a person as a result of his experiences. "I know who I am now and I like getting involved. I am a Mental Health Act Manager and also a member of the trust's User and Carer

Council. I sit on interview panels that appoint staff to the trust and on others that assess people who have requested to come off a section. Last year I presented an award at the Annual Members' Meeting and I regularly take part in site visits to ensure that Oxleas sites maintain the highest standards. I am also considering standing as a governor in the future."

For a man of 75, Ken's schedule is impressive indeed. In addition to all the time he gives to the trust, he enjoys walking in the countryside with his wife and regularly sings in festivals in Beckenham and Bromley, where in March this year he came away with two gold and two silver medals. He is also planning to preach a sermon at St Giles Church in the Barbican (his wife sings in the choir there) during Lent next year. "I am going to talk about mental illness including my experience of depression and tell people that it is just an illness and not something to be ashamed of. I think it is so important to remove the social stigma that still attaches to mental illness and get people to change the way they think about it. And if I can do my bit to change things I will be a happy man."

●●●▶ Service users and staff meet to talk about health and wellbeing

Service users speak out at consultation event

The fourth Greenwich Service User and Carer Event was held on a glorious August day in the Jacobean splendour of the Old Library at Charlton House.

Over 60 service users and carers came together with Oxleas staff for a day of round table discussions, a question and answer panel, presentations and meeting old friends. There was lunchtime music on the grand piano courtesy of John Kelly, Complex Needs Recovery Service Manager, and community agency stalls dispensed information about local services.

The theme of the day was health and wellbeing and the aim was to find out what Oxleas' service users and carers think of the services they receive – what the trust is doing well and what it can do better.

Through the day, people joined four large tables which each discussed one of the following topics:

- What makes you happy and how to have fun for free;
- Your care – how are you being treated;
- How can we communicate with you better; and
- Managing your wellbeing.

Feedback from the table discussions will

help to develop the Service User Consultation Action Plan August 2009 to February 2010.

Service users played key roles in planning the event and volunteered for various roles on the day. *Exchange* spoke to Rita West, a service user and carer, who was manning the reception desk. Rita is the newly elected Chair of Sounding Board, a service user led group that takes issues and concerns raised by service users and carers to senior Oxleas management. Rita says the group is having an impact on the way the trust does things: "We've changed the way psychiatrists work, for example. Before, when a patient entered the room, they would be typing up notes, sometimes without looking up. Now they give their whole attention to the patient and type up the notes later. We've also helped to ensure that everyone has a copy of their care plan. A current issue we're working on is disabled access to The Heights in Charlton, and we're always looking at ways to improve information about Oxleas' services as well as community services." Rita believes that getting involved in volunteering has been crucial to her recovery and wellbeing. As well as chairing Sounding Board, she also sits on the Carers'

Strategy Board.

Adrian Ellis has used local mental health services since 1983. As the new Vice Chair of Sounding Board, he believes his role is to promote best practice within the trust and act as an advocate for service users who he believes are one of the most discriminated against groups in the country. One of the things he thinks staff could do better is to listen more to people: "Service users are often the experts on their own condition and they're not always given the opportunity to explain what's going on for them."



Rita West, Chair of Sounding Board

Exchange stories Oxleas Exchange

●●●▶ Richard Page joins the battle against malaria in Africa

Director of Finance takes a busman's holiday

The trust's Director of Finance, Richard Page, recently took a bit of a busman's holiday – in Uganda.

He has been appointed as Trustee and Treasurer of the Malaria Consortium. This is a leading non governmental organisation (NGO) in the battle to control and eliminate malaria. Malaria is the communicable disease that causes the largest number of deaths worldwide. Richard spent a week of his holiday visiting village health workers, clinics and hospitals in Uganda.

Richard said: "I have lived and worked in several African countries and have seen the effect of malaria, and experienced being hospitalised with it. My wife used to work for the Medical Research Council trying to find a vaccine for it and even after decades of research they are no nearer finding one. So I was only too happy to join Malaria Consortium as a Trustee when I was recently approached. It works in many African and Asian countries researching malaria control techniques, funding training of primary care workers in villages and clinics and supplying long lasting insecticidal nets (LLINs)."

Richard arrived in Uganda the day after some serious rioting in Kampala and then flew north to the arid region of Karamoja, which is an area just south of Sudan that has experienced armed conflict for the past 20 years. He said: "When we flew by light aircraft into the airstrip at Kotido we were met by an armed guard. The security briefing we got from the local District Commissioner and Police Chief was that the position had improved – there had not been an armed ambush on the road into town for a week!



Outside a clinic in Uganda. Richard Page is pictured on the far left

This didn't sound too comforting to me. This had been the area where the Lord's Resistance Army had been active and there was a lot of cattle rustling. This sounds quaint until you realise that they use AK47s and we saw quite a few of these around."

The Malaria Consortium was distributing LLINs through the maternity work of the local mission hospital and was supporting the training of village health and education workers. This was particularly difficult as much of the population are nomadic herders. However the effect of this

consistent community based work was evident. In the birthing clinic there had not been a malaria induced miscarriage for quite a time, nor any malaria based infant mortality.

Richard said that he would get great pleasure in being part of an organisation that achieved what his wife's work failed to do, but being one up on Jane was nothing compared to being one up on the mosquito.

For more information about the Malaria Consortium visit their website www.malariaconsortium.org

●●●▶ Ashley attends Tall Trees day service for adults with learning disabilities

Ashley's story

Ashley has been attending Tall Trees day service for over three years. Tall Trees is for adults with learning disabilities. It is located at Goldie Leigh Hospital in Abbey Wood.

Ashley enjoys all the activities which are provided for him at Tall Trees. He says: "Tall Trees keeps me busy, I love it!"

Ashley has not had an easy route to Tall Trees. He was taken into care as a young child and was placed in several foster homes. Tall Trees gives Ashley the stability he desires.

As well as taking part in all the activities offered at Tall Trees, Ashley also helps out by supporting the Tall Trees team with the weekly shopping, getting involved with the Oxleas NHS Foundation Trust Greenwich Market project and washing cars as a part of the Goldie Leigh Car Wash Project.

As each day goes by, Ashley becomes more independent. He can now prepare cold

snacks such as making sandwiches, cold drinks and tea. Ashley is always willing to participate in cleaning, tidying and car washing. Ashley is working hard to forget about his difficulties as a young boy and is taking steps to ensure he becomes a successful older person.

At the trust's recent Annual Members' Meeting, Ashley was nominated for his hard and diligent work in helping out at the Greenwich Market Stall. Ashley says: "I like going to the Greenwich Market because it makes me work hard, like a shop keeper". And about the car washing project, Ashley says: "The car washing project is nice, it makes me five pounds!"

Ashley is supported by a dedicated and friendly Tall Trees team who are helping to guide him to an independent and successful future.



This photograph shows Ashley, left, making lunch with Paul Amam, Tall Trees Team Coordinator



Annual Members' Meeting Special

Members enjoy interactive AMM

Your four page pull out AMM special

There were a whole range of interactive activities for members to enjoy at Oxleas NHS Foundation Trust's health and wellbeing themed Annual Members' Meeting (AMM) Award Ceremony and Exhibition.

The AMM was held in the Indigo2 Arena at the O2 in Greenwich on Wednesday 30 September. People of all ages were able to join in with fun activities that aim to improve mental health and physical wellbeing. These were put on in partnership with The Conservatoire, a Blackheath based arts organisation.

The formal part of the meeting was opened by Oxleas' Chair Dave Mellish who welcomed everyone.

This was followed by some great live music from Indigo, a band from Oxleas' Crayford Day Centre (see front page) who performed one of their own songs. 'Do you know?' is a song about self respect and was written by singer Cherry Tanner.

Chief Executive, Stephen Firn, then gave a report about last year at the trust and summarised the trust's priorities for this year. Then Director of Finance, Richard Page, outlined his financial review. The Membership and Council of Governors' Report was jointly delivered by Dave Mellish and Vice Chair of the Council of Governors, Rosie Shrimpton.

Dave Mellish thanked Dr Peter Jarrett for his service as Medical Director. Peter, who has stood down from this post, then talked about his 13 years as Medical Director at the trust. The meeting concluded with more live music from the Conservatoire Trio.



At the popular 'market place' members met staff and governors and found out about the range of services the trust provides. This photo shows staff from Bexley Community Provider Unit, who will be joining Oxleas in 2010



'Get a life' was the theme of the interactive social inclusion stall



Recognition Awards - Excellence



Winner
Greenwich Advanced
Dementia Service



Runner up
Gary Winters
Bexleyheath Early Intervention Team



Members enjoy a day of health and wellbeing

Recognition Awards Learning



Winner
Bromley Assertive
Community Treatment Team
Experts by Experience



Runner up
Forensic Services
Greenwich Market Stall



Members join in with the Movement Choir



"We are committed to providing good services, and also to help people improve their health and wellbeing. Five a day of fruit and veg is very good for physical health. There is now a very strong evidence base that these five things are good for mental health and wellbeing: a good social network - connecting; being active - exercising; taking notice - being curious; learning - new challenges; doing things for the wider community."

Chief Executive, Stephen Firm



Deputy Chief Executive, Helen Smith (left) and Bexley Service Manager, Georgina Hicks (centre) are shown how to use the Wii Fit on the Bexley stall by Louise Smith



"We are judged by Monitor (our regulator) on our financial stability. Five is the highest rating, i.e. the lowest risk you can have. Our overall average was a risk rating of five which puts us in the top 15 per cent of trusts in the country. In a difficult financial climate Oxleas is a good place to be because we are ready, able and prepared to withstand the pressures."

Director of Finance Richard Page

"To me this is a special, special day because I don't get out enough unfortunately."
Member feedback

Recognition Awards Having a User Focus



Winner
Leanne Kalemaj (right)
Greenwich Early Intervention
Team



Runner up
Jane Anderton (right)
Bromley Sector One Community
Mental
Health Team

Both pictured with Chair Dave Mellish and Governor Angela Clayton-Turner



Members indulge in the crafty use of wax, wire and paper to make fabulous objects

"Its been really so interesting to find out about the good work that is going on across Oxleas."
"Very good on the whole and picked up useful information."
"Very pleasing to see awards presented to deserving people."
"Indigo and Conservatoire music very welcome."
"Very informative and substantially different in content to other years."
"Activities interesting and enjoyable. The stalls are very informative and staff helpful."

"Looking forward to 2010 meeting."

Members' feedback

Recognition Awards Being Responsive



Winners
Cathy Karia (left) and Marie
Bundhoo, Camden and Leyton
Ward Managers



Runner up
Bromley Mental Health in
Learning Disabilities Team



Drawing with six foot pencils



Paper weaving



Questions from the floor

"I came in here today for the health check. I thought it was a wonderful opportunity to have my blood pressure taken, my height and weight. I wouldn't normally go to my doctors for that so this has been great today."

"Its nice to have this opportunity - not having to make a doctors appointment (to have a health check) and not having to wait. It was instant. I am totally grateful for this drop-in centre."

Members' feedback

What did you think?

If you attended the Annual Members' Meeting let us know what you thought of it and how you think we could improve it next year.

Email exchange@oxleas.nhs.uk or call 01322 625754.

Staff Recognition Awards Partnership



Winner
Arsenal Team, Greenwich
Child and Adolescent
Mental Health Services
(CAMHS)



Runner up
New Website,
Communications Team

Visit our website www.oxleas.nhs.uk to see a video of the Annual Members' Meeting and for full details of the Recognition Awards





"We were delighted with the success of our Annual Members' Meeting, particularly the number of people who attended - around 500. Our theme for the day was health and wellbeing and it was great to see so many people taking advantage of health checks and enthusiastically joining in with a range of interactive activities including music, dance, drama and art."

Oxleas Chair, Dave Mellish



Help to stop smoking stalls were popular



"We have developed various ways of communicating with our members – through Oxleas Exchange and the new trust website and we are looking at ways to reach different sections of our membership all the time – at the moment we are looking at people who use our learning disability services and how we can communicate more effectively with them."

One particular area we are very keen to increase is our young membership. With regard to reducing stigma and promoting new attitudes, it is important to get young people thinking and talking about their mental wellbeing."

Vice Chair of the Council of Governors, Rosie Shrimpton



Lots of people took advantage of the physical health checks on offer



The meeting was brought to a close with a performance by the Conservatoire Trio



Recognition Awards - **Safety**



Winner
Sarah Littlejohn and Soleman Hossany,
Erith Physical Health Check Clinic



Runner up
Navinder Jittu (left) and Mary Aku Arhin,
Atlas House



Exchange stories

••• The trust's Chief Pharmacist talks about her role and the issues surrounding medication

Ensuring patients have access to the best treatment



that her team – there are nine pharmacists in the trust – is very strong and up to the challenges it faces. *"The trust is lucky to have been able to recruit and retain exceptional individuals who work together well as a team to ensure that patients have timely access to the most effective medicines and that good quality information is available to support the use of these medicines. Pharmacists are members of some multidisciplinary teams where they can help with medicines aspects of treatment plans, including answering patients' questions about their medicines."*

Carol also has a busy professional life outside the trust, which she says Oxleas has been very supportive of. *"The trust has been very flexible in allowing me to do things I'm interested in, for example contributing to the development of a number of NICE guidelines, and being the joint clinical lead for The Prescribing Observatory for Mental Health (POMH), a national quality improvement initiative based at the Royal College of Psychiatrists' Centre for Quality Improvement. Through POMH we can recognise good practice such as the Erith Long-term Intervention Team's Physical Health Check Clinic that won them the Safety award in this year's Staff Recognition Awards (see centre pages), and share that good practice with others."* Carol is also joint editor of the internationally recognised Maudsley Prescribing Guidelines produced jointly by Oxleas and the South London and Maudsley NHS Foundation Trust (SLAM).

Medication can be a contentious issue within mental health services, so Exchange asked Carol about her views on it.

"Medication can't cure mental illness and it does have side effects. However for many people, medication can reduce symptoms that are distressing or impact negatively upon daily life. This in turn can pave the way for the patient to benefit from other treatments, for example psychological (talking) treatments and occupational therapy. The ultimate goal is to keep the patient as well as possible and maximise quality of life."

"We try to facilitate choice with respect to medication where possible, but this needs to be within acceptable boundaries. For example, we can help people to choose the antipsychotic medicine that works best for them and has the best side effect profile but may not be able to endorse their choice not to take any antipsychotic medicine at all."

"When someone is in hospital, medication may sometimes be used to keep that person, or others around them, safe. Medication can be given against someone's will, but usually only when that person is detained under the Mental Health Act (2007). In practice we try very hard to negotiate and work with patients so that we have a shared goal of treatment."

"Medicines do have side effects. For example, antipsychotics can make it easier to gain weight, so it is important to do some exercise. Going to the gym is very important as it not only combats the side effects but exercise has positive effects on mental health and can be very therapeutic."

"Service users or carers with questions about medication can call the Pharmacy on 01322 621062 or email medicinesinfo@oxleas.nhs.uk

Carol Paton grew up in East Lothian, Scotland and studied pharmacy at Edinburgh's Heriot-Watt University. She began to develop an interest in psychiatry in her first job in the Highlands and following a stint as a hospital pharmacist in Abu Dhabi, Carol worked as locum in various London acute hospitals before returning to psychiatry at the old Bexley Hospital, becoming Chief Pharmacist 16 years ago.

Carol's role spans all aspects of medicines management from deciding which medicines to buy and ensuring they are stored safely and securely to, most importantly, ensuring that patients have access to the best treatment for them. This includes ensuring that clinical guidelines issued by the National Institute for Health and Clinical Excellence (NICE) and the National Patient Safety Agency (NPSA) are considered whenever medicines are used. This is quite a logistical task in a trust with so many clinical sites. However Carol says

••• News

Carers to help train Oxleas staff

All trust clinicians who work in adult mental health are to receive training to support them to work more constructively with the families and friends of service users, some of whom will take part in the training.

The trust has invested in this major training programme in response to wide agreement on the need to consult and involve families, friends and wider social networks in planning care for service users.

The programme is supported by the experiences of people using mental health services and by the results of research into the effectiveness of treatment. It is also underpinned by the realisation that service

users will spend the majority of their time with family and friends and that the networks they rely on may include neighbours, shopkeepers and publicans, for example.

The training will be rolled out across the trust during the next three years. The first wave will take place in the New Year and over the next month service managers of the first community and inpatient teams will receive emails inviting them to sign their teams up.

Two days of the training will be delivered at Memorial Hospital by doctors Maeve Malley (pictured above right) and Lucy Hickey with support from colleagues. A follow up session

will take place several months later at clinicians' workplaces.

Carers will take part and give first hand accounts of their experiences of the trust's services. Clinicians who have completed the training see this as one of the most important elements of the programme.

The phone number for the family inclusive training programme is **020 8836 8502**.

You can also contact Dr Maeve Malley for more information on maeve.malley@oxleas.nhs.uk



News

••• Tea, ping-pong, footie, two MPs and a Mayor make for a memorable World Mental Health Day

World Mental Health Day celebrated across the trust

Tea, chat and a table tennis competition were the order of the day at Green Parks House (GPH) in Bromley. About 40 people turned up for the tea and chat at which service users, governors and staff exchanged views. Head Occupational Therapist at GPH, Sue Carter said: *"Everybody's mental health matters - was the theme of the session and it was good to spend some quality time all chatting to each other."*



The table tennis competition held in the afternoon at GPH was keenly contested

In Greenwich, Oxleas marked the day with a football tournament at the David Beckham Academy. Nine teams comprising staff and service users from across the trust took part in a fun packed day of footie.

Over 60 people were involved in games which boasted a high level of sportsmanship. The final was won by

Bracton Lions who defeated Splinter Milan (Bexley and Bromley Early Intervention teams) 4-0. The plate was won by Bromley R and Bs who beat Hazelwood in a penalty shoot out in the final. The tournament started with groups - the top teams went through to the semi-finals and the rest went into a plate tournament. Bracton won the main tournament and Bromley R and Bs won the plate on penalties after drawing that final 0-0.



The Bromley R and Bs - proud winners of the plate

Bexleyheath town centre was the venue for a busy stall hosted by Oxleas' Bexley Early Intervention Team in partnership with local mental health charities Rethink and First Step Trust.

Multi-coloured helium balloons - emblazoned with "World Mental Health Day 2009" - were given away throughout

the day and proved a great draw for individuals and families who stayed on to talk about mental health issues, share their experiences and find out about local services.

Blustery weather did not keep away VIPs who visited the stall to show their support during the day. These included Cllr Bernard Clewes, Mayor of Bexley, and MPs John Austin (Erith and Thamesmead) and David Evennett, (Bexleyheath and Crayford).



John Austin MP visits the Oxleas stall

In Woolwich, Social Inclusion Manager Linda Pearce helped organise a quiz at the Heritage Centre. Linda and a group of Greenwich service users used the quiz to successfully engage members of the public in discussions about mental health.

World Mental Health Day was observed for the first time in 1992. The day is officially commemorated every year on 10 October.

••• Productive Mental Health Ward brings benefits in efficiency and quality of care

A more dignified experience for patients

Oxleas introduced the 'Productive Mental Health Ward' (PMH) initiative in December 2008 to deliver ward based care that is as efficient and effective as possible. And since then, it has been making a real difference to the quality of care on our wards. By applying 'lean' principles to the way they work, staff have become more productive and efficient, resulting in a safer and more dignified experience for patients.

The initiative comes from the NHS Institute for Innovation and Improvement and uses modules to structure and measure change. Wards begin with three foundation modules: Knowing how we are doing; Well organised ward; and Patient status at a glance. Further modules include Patient wellbeing; Safe and supportive observations; Meals; and Shift handovers.

Three wards piloted the scheme in December 2008: Shrewsbury Ward in Oxleas House, Greenwich; Leyton Ward in the Woodlands Unit, Bexley; and Atlas House, Goldie Leigh Hospital, Bexley. The first piece

of work was to agree a ward vision for each unit which involved all patients, carers and staff and was designed to achieve the four main measures of the PMH Ward:

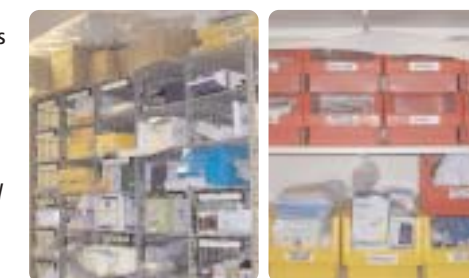
- Improve patient satisfaction
- Improve efficiency of care
- Improve staff wellbeing
- Improve patient safety and reliability of care.

All teams have been looking at areas in the wards that could be made more efficient and have already made dramatic changes to clinical rooms and store rooms as the pictures below right show. They have also been working on the Shift handover module to find ways of saving time which can then be spent with patients.

Leyton Ward's Deputy Ward Manager Jeck Ding told Exchange: *"The scheme has helped us to look at new, more efficient ways of working, for example our clinical room has been transformed so now everything is neatly arranged on shelves and clearly labelled so items can be accessed quickly,*

easily and safely." Jo Rance, Adult Learning Disabilities Inpatient Manager at Atlas House, adds: *"I see it as common sense within a framework. It does take time to establish the new working practices, but it pays off in the long term."*

Following the success of the pilot, the PMH Ward is being rolled out in wards across the trust over the coming months. For more information, contact Stacy Washington stacy.washington@oxleas.nhs.uk



Leyton Ward's clinical room pictured before (left) and after (right)

More news

Family run museum donates to Camden Ward

A local family were so pleased with the care their mother Vera received at Camden Ward in the Woodlands Unit, Queen Mary's Hospital, Sidcup, that they have donated £680, and plan to make regular donations in the future.

For over 20 years, Vera Nutkins and her husband never missed a single Sunday between Easter and October at the Shoreham Aircraft Museum in the Darent Valley near Sevenoaks. Manned entirely by volunteers, the family run museum recovers crashed aircraft from the Second World War (1939-45) to commemorate their pilots.

Following her husband's death two years ago, Vera suffered a serious stroke and was cared for in Camden Ward. Geoff Nutkins, Vera's son, takes up the story: "I really can't thank Camden Ward and all the staff there

enough for all the help and support they offered my sister and I through mum's dementia. It really was a difficult time and thank goodness they were always there for us. Mum passed away earlier this year and she and dad are much missed by everyone at the museum, but we carry on in their memory. Until last year, donations from visitors were passed to the RAF Guinea Pig Club, the organisation for severely burnt airmen, but as nearly all the Guinea Pigs have joined their comrades in the sky, we thought we would now do our best to support Camden Ward and the work



Geoff Nutkins presents the cheque to Ward Manager Cathy Karia

they do. The £680 was all donated by visitors to our museum and we now plan to make a donation to Camden Ward each year."

For more information about the museum, please contact Geoff Nutkins on 01959 524416 or geoff@aviartnutkins.com

Headlining at the 02

Escape, the health and wellbeing magazine written by young people, was launched recently at Oxleas' Annual Members' Meeting in the Indigo2 Arena (see centre pages).

It was produced by young people from the Priory School in Orpington in partnership with Oxleas and Headliners, a UK-wide news agency producing news, features and comment by young people for everyone.

The young journalists each received a certificate in recognition of their efforts presented by Oxleas Chair Dave Mellish and Vice Chair of the Council of Governors, Rosie Shrimpton.

The magazine is being sent to our members with this issue of *Exchange* and 20,000 copies are being distributed to schools, GP surgeries and youth centres across Bexley, Bromley and Greenwich boroughs.



Left to right, Tokunbo Adebajo, Mairtin Dwyer, Kim Heath, Charlie Tinworth, Conor Keane, Cathy Garland

Flower power



Team DMK get the measure of their winning entry

The winners of our sunflower growing competition were awarded at our Annual Members' Meeting by Chief Executive Stephen Firn. They are:

- Tallest overall - Team DMK: Donna Jefferies, Marina Elkins and Karen Sharp – 11'11
- Tallest service user team - Somerset Villa – 10'6
- Tallest in a private garden Stephen Thomas – 9'4

Climb every mountain

Qaisra Khan, the trust's Spiritual and Cultural Care Coordinator, is trekking in November to the Mount Everest base camp in Nepal.

Qaisra will join a group of around 20 in the Nepalese capital Kathmandu for the mammoth hike which will last a gruelling three weeks.

Born near the Khyber Pass in Pakistan and brought up near the Lake District, Pennines and Derbyshire, she says "mountains seem to be programmed into my DNA." Which is just as well, as this will be no stroll in the park. Qaisra hopes that her trip will raise money for the charity Oxfam. If you would like to support her efforts, visit her fundraising page www.justgiving.com/qekhan



Qaisra in hiking togs at the Pinewood House basecamp

Developing art podcasts

Mental health service users from the Bromley area have been taking part in an exciting project where they make podcasts about their artwork. Podcasts are digital recordings - usually of radio or TV programmes - that can be downloaded from the Internet.

More than Words is a gallery of podcasts produced by Oxleas art therapists together with Bromley based Develop, a partnership that supports mental health organisations and promotes social inclusion. The gallery can be found on Develop's website and its aim is to encourage people to get involved in the arts and show that you don't need training to benefit.

If you would like to take part please contact Neil Springham, Head of Art Therapy at neil.springham@oxleas.nhs.uk

To hear people talking about how art has helped them cope with mental illness, visit www.developbromley.com

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