

# Oxleas Exchange

CONNECTING THE PEOPLE OF OXLEAS NHS FOUNDATION TRUST



Members of Magpie Dance performing at the Indigo2 at the O2 arena.

## Change celebrated at Annual Members' Meeting

Magpie Dance's performance at Oxleas' Annual Members' Meeting (AMM) in September was a moving demonstration of the power of dance to transform lives. The dancers - all of whom have a learning disability - captivated the audience with a tremendous show that opened the formal part of the AMM. The theme of change

and improvement was carried on throughout the day with a variety of stalls and interactive activities paying tribute to the trust's evolution into a healthcare organisation that now provides a whole range of services across our local communities. See pages 3 to 5 for more.

## A very windy World Mental Health Day

Strong winds did nothing to chill the enthusiasm of Oxleas staff who helped to celebrate World Mental Health Day (WMHD) - three days early - in Bexley and Bromley on 7 October. Greenwich staff also marked the event with a stall in Woolwich on 10 October - the official date for WMHD.

Members of the public as well as service users and carers came along to find out more about mental health in the three boroughs.

The day is marked in over 100 countries annually on or around 10 October and aims to raise public awareness about mental health issues and tackle the stigma that still surrounds mental illness. With many poorer countries spending less than 2% of their health budget on mental health, the theme this year was 'Investing in mental health'.

You can read more about WMHD on our website: [www.oxleas.nhs.uk/news](http://www.oxleas.nhs.uk/news)



The World Mental Health Day stand in Bromley

## In this issue

Page 2



Greenwich Move Programme



Annual Members' Meeting  
Pages 3-5

Page 6



Changes to services for older people



Christine Rivers  
Page 7



Work and Jobs Fair  
Page 8

Welcome

Exchange

AMM special

Oxleas Exchange



## Focusing on change and improvement

**Stephen Finn, Chief Executive**      **Dave Mellish, Chair**

It was great to meet so many of you at our Annual Members' Meeting (AMM) in September (see centre pages). This is always a tremendously enjoyable event and this is a testament to the hard work and enthusiasm of our members, governors, staff and partner organisations who take part.

As usual there was plenty to occupy visitors, who took the opportunity to find out more about our services and take part in interactive activities such as origami, health checks and musical jamming sessions. Firsts this year were the Picture House, showing a range of learning disability and mental health themed films - including the premier of one made by Oxleas, and the Equality and Diversity and Stonewall stalls.

We were thrilled to see the inspiring performances by Maggie Dance and the Bromley Music Group that opened and closed the formal part of the meeting. As well as being first class entertainment, both groups proved how activities like this can bring real benefits to the lives of the people who use our services.

Once again the highlight of the meeting was the Staff Recognition Awards which

was expanded to help those carers who may have to travel further when making visits (see page 5).

We would like to express our gratitude to Richard Page who retired as Finance Director at the AMM. Over 19 years Richard worked tirelessly to ensure that Oxleas was in a financially strong position. This played a large part in our successfully becoming a foundation trust in 2006 and today means that we are well placed to face a difficult financial climate.

It was with deep sadness that we learned of the death of Sally Hodkin on 10 October. The person who was detained in connection with this tragic incident was receiving treatment from the trust.

We are shocked and saddened that this has happened and would like to pass on our sincere condolences to the family and friends of Sally Hodkin.

We are working closely with the police and have set up a special panel to undertake a full and thorough investigation into the events leading up to this tragedy (see below).

The inclusion in the trust of Bexley and Greenwich Community Health Services and Kent Prison Services was reflected in the AMM's theme of change and improvement. These developments mean that we are now able to offer more integrated health services to the communities we serve as we continually strive to improve the care we provide.

Change and improvement have also been the watchwords for developments in our Older People Services (see page 6). As more people are supported and cared for in their own homes, we have been able to focus resources on establishing a centre of excellence for the care of people with dementia and two specialist wards for older people with mental illness. Accommodation has been upgraded to ensure safety, privacy and dignity and the voluntary driving

# Annual Members' Meeting 2011

It must have been good this year - because they were dancing in the aisles at Oxleas Annual Members' Meeting (AMM) staged at the O2 in Greenwich in September.

At the end of the formal part of the day's proceedings Bromley Music Group (pictured right) treated the audience to its version of Bob Marley's reggae classic 'Jamming' and one of the numbers from their first album Pearl called Jingo, by Babatunde Olatunji.

The 450 visitors were spoilt for choice with a variety of activities including origami (Japanese paper folding); stalls from our services; health checks; jamming with Bromley Music Group and, for the first time, the Oxleas Picture House. Enthusiastic audiences were able to watch four different films themed around mental health and learning disability including the world premiere of 'Making sense of psychosis', an Oxleas produced film made with the Early Intervention Team.

Chief Executive, Stephen Finn, said: "The last year has been one of positive improvement." He added that the staff survey had been the "best ever" and that Oxleas was now in a "better position to improve the quality of care" it offers to patients. He said that one of the other benefits of an evolving and diverse trust is that staff can "share clinical knowledge across services, integrating physical and mental health services and using resources more efficiently."



## Movement is the key to learning

We learn by exploring the world around us and most of us take the ability to move freely for granted. But for around 110,000 severely disabled children in the UK even basic actions like giving someone a hug, eating a meal, or just holding up their head to look out of a window are difficult.

Launched on 16 September at the Children's Therapy Centre in Abbey Wood, the Greenwich MOVE Project is an ambitious scheme to support children with a physical disability in mainstream schools. It is being run in collaboration between Greenwich Community Health Services, Greenwich Council and the charity MOVE Europe.

MOVE stands for Mobility Opportunities Via Education and is an internationally recognised activity based programme originally developed in the USA. It uses an inclusive approach involving the whole environment around a person, including education, therapy and family to teach severely disabled children and adults the skills of sitting, standing, walking and transferring to the best of their ability (transferring is the ability to move oneself, for example from a wheelchair to a

toilet or car). In turn this can help to develop their cognitive and communication skills, and it can also improve health and social inclusion.

MOVE programmes have been planned for the Autumn term in nine mainstream Greenwich schools, including Mulgrave, Millennium, Haimo, Horn Park and Thomas A Becket, St Pauls Academy, Crown Woods College, Eltham Foundation and Montbelle.

To find out more about the Greenwich MOVE Project contact John Connelly on 020 8311 5419 or [john.connelly@oxleas.nhs.uk](mailto:john.connelly@oxleas.nhs.uk)



Lin Wright from Willow Dene Special School in Greenwich gave a talk at the launch

## Panel to conduct inquiry

The trust has commissioned a Board level inquiry into the circumstances surrounding the tragic death of Sally Hodkin.

The panel, which meets until December, is liaising closely with local police and community groups. Its members are:

- Helen Smith, Deputy Chief Executive
- Sarah Burchell, Associate Director of Nursing
- Bryony Robertson, Patient Safety Lead
- Peter Jarrett, Clinical Patient Safety Lead
- Raymond Sheehy, Lead Governor
- Dr Tim Lambert, external forensic psychiatrist
- Paul Ward, Non Executive Director and Chair of the panel.

The panel expects to have produced its report in time for the next Exchange, when we will be reporting on its findings and recommendations.



Upon arrival, members were encouraged to vote upon proposed changes to the trust's constitution (see page 6).



For some, the effect of the Bromley Music Group was just too much to take sitting down.



Less strenuous activities were also on offer, like making origami cranes at the Forensic and Prison Services stall.

## Staff Recognition Awards 2011

As usual, the highlight of the AMM was the recognition awards.

Pictured right are the winners of the Partnership Award, the Can I understand This? Group, Adult Learning Disability Services.

You can find full details of the winners, highly commended and commended in the Oxleas Annual Review 2011 included with this edition of Exchange.



According to Japanese legend, making 1,000 cranes will make a wish come true.

# Annual Members' Meeting 2011 **Oxleas Exchange**



For the first time at an AMM, there was an Equality and Diversity Stall and, next to it, a Stall run by Stonewall, a group that campaigns for the gay community. Dr Christine Rivers, Equality and Human Rights Adviser, was busy on both stalls. She said: "People have been very interested in equality and human rights and have asked some deep questions, I've had some good conversations about sexual identity. It has been a good opportunity to raise awareness on these issues." There was a prize draw for comments about the Stonewall posters and Christine is pictured above (right), explaining how to enter.



Rosie Shrimpton, left, addressed the AMM for the last time as Lead Governor. She said: "My final observation on retiring today is what a great job the Council of Governors does. It has evolved gradually over the last five and a half years into a group that has contributed a huge amount towards the trust."



Health checks were on offer from community health services. Here a trust member has his blood pressure taken.



New Governor Raymond Pope, left, was attending his first Oxleas AMM. He said: "Obviously I have urgent personal reasons to expand my knowledge of Oxleas. This event has provided a wonderful opportunity to do this." With his wife Brenda, he cares for their 32 year old daughter Elizabeth who has learning disabilities. Raymond said: "I'm really looking forward to joining the Council of Governors at Oxleas. This is my way of making a meaningful contribution to try and help those with learning disabilities."



As usual, after the speeches, a number of members took the opportunity to ask questions, while others concentrated on the answers.



**"At the AMM we sadly say goodbye to those governors whose term of office has come to an end. The vast majority of the 12 that are stepping down today have been with us since foundation status in 2006. We owe them an incredible debt of gratitude and they have helped us improve our services.**

**"A number of changes to the constitution have been proposed, mainly arising from the integration of community health services, and I'm delighted to say that a huge majority have voted today to support the changes." (See page 6 for more.)**

Chair, Dave Mellish



**"At the beginning of the year our three focus groups across Bexley, Bromley and Greenwich received well over 160 comments about ways that people thought we should improve our services such as listening to service users, ensuring that we use them as experts, making sure that we work more closely with our partners and staff increasing their skills and being more proactive. Thinking towards 2011/2012, we will continue our focus on our 'four must dos', across mental health, learning disability and community health services."**

Medical Director, Dr Ify Okocha



There was standing room only as an enthusiastic audience packed the Picture House for the screening of the Oxleas film about early intervention in psychosis. Afterwards Dan Hamilton, the star of the film - pictured above by the film poster - led a question and answer session supported by members of the Early Intervention Team.



Finance Director Richard Page (above) retired from his post after 19 years at the AMM. Speaking about the difficult economic climate and the changes happening in the health service he said: "We're now in a very strong position financially to face an uncertain future." Richard said that being a financial director in the NHS is fraught with difficulty but this had been more than made up for by Oxleas being such a good place to work. He joked: "There's not many people who can say they've retired at the OZ and I can assure you they'll be no comeback concert!" Chair Dave Mellish praised Richard's contributions towards helping the trust achieve foundation status back in 2006. He said: "Richard worked all the hours God sent in the build up to becoming one of the first mental health trusts in the country to achieve foundation status. You leave us in an extremely strong financial position."



**"Professionals, staff, service users, carers, governors and members are now working together much more closely to talk about and identify ways in which we can improve services and I think that really is a huge shift from 1981 when I entered the NHS."**

Chief Executive, Stephen Firth

**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](mailto:exchange@oxleas.nhs.uk) or call 01322 625754

## Changes to Older People Services

Changes in the way that inpatient services for older people with dementia and other mental illnesses are delivered across the trust came into effect on 3 October 2011.

The changes mean we have slightly fewer beds across Bexley, Bromley and Greenwich boroughs but are enabling us to improve the quality of care on the wards.

Cator Ward for people from Bromley with dementia at Green Parks House, Princess Royal Hospital, Orpington, has closed. It has been replaced by a trust wide centre of excellence for the care of people with dementia in Bexley, Bromley and Greenwich at the Woodlands Unit, Queen Mary's Hospital, Sidcup. There are two further specialist wards for older people with other mental health problems at Green Parks House and at Oxleas House, Queen Elizabeth Hospital, Greenwich.

Over the past few years, the use of inpatient beds for older people has reduced considerably as more people are cared for in their own homes, supported by increased resources in Oxleas' community older people mental health services. This meant that older people inpatient wards frequently had empty beds – by 2011 the average occupancy rate had fallen to around 70% and, on any day, older people services had the equivalent of a ward of empty beds across the trust.

This gave the trust the opportunity to make savings in difficult economic climate and look at ways in which the quality of care could be improved.

Before any changes were made, we consulted widely with patients and their families, governors, members and partner organisations to ensure that implementation took place smoothly and that the changes delivered inpatient services in the way that patients wanted.

The changes do mean that some carers have to travel further to visit patients. To address this, the trust's voluntary driver scheme has been extended to cover the Bromley area for carers who are unable to easily make the journey (see page 8). Carers can access this scheme by discussing visiting arrangements with ward staff.

A number of benefits have resulted from the changes and these include:

- Inpatient services are more specialised and will deliver better outcomes and patient satisfaction;
- Men and women are cared for in separate accommodation to ensure safety, privacy and dignity;
- The staff skill mix has been enhanced to ensure full input from team members with different professional backgrounds;
- The provision of therapeutic groups and activities on the wards has been improved;
- A new post has been created to take responsibility for ensuring a smooth pathway for patients from admission through to discharge;
- All patients now have a private bedroom, many with ensuite facilities.

Estelle Frost, Director, Older People Mental Health Services, said: "It's good news that more people are being cared for at home. This is good for them and gives us the

opportunity to redesign our inpatient services to be more efficient and to ensure that anyone admitted to our wards receives targeted, high quality care.

"I would like to thank everyone within the trust who has contributed to implementing the changes as well as all the patients, carers, members and partner organisations who took part in the consultation process."

A review of the changes will take place in April 2012. If you have any comments or suggestions, please send them to: Estelle Frost, Director, Older People Mental Health Services, Bexleyhealth Centre, 4 Emerton Close, Bexleyhealth, DA6 2BD or email Estelle at: [estelle.frost@oxleas.nhs.uk](mailto:estelle.frost@oxleas.nhs.uk)



A patient enjoys a procedure at Oaktree Lodge, Memorial Hospital

## Members vote for constitution changes

The AMM members were asked to vote on a number of proposed changes to the constitution. In the event, all were passed by a majority. Developments in the trust over the last few years such as the integration of community health services, expansion of prison services and the reorganisation of our mental health directorates were the main reasons for the changes. For example, Greenwich Community Health Services – with over 700 staff – will now have their own staff governor, and service users and carers will also be better represented by governors representing sub classes within the service/user constituency such as older people mental health and learning disability.

## Time to reduce stigma about mental health

Oxleas Time To Talk staff joined other mental health services at a public event to mark World Mental Health Day on 10 October in General Gordon Square in Woolwich.

Time To Talk offers the Improving Access to Psychological Therapies service to anyone who lives in the borough of Greenwich and is feeling depressed, panicky, anxious or stressed. There is no need to go to your GP, and waiting times are short. As long as you are 18 or over you can dial 020 3260 1100 and get help.

Nigel Chatfield, of Etham, picture right, has used the Time To Talk service recently. He told Exchange: "The therapist, Florence, was absolutely brilliant. She was very supportive and used cognitive behavioural therapy (CBT) to get me through my depression."

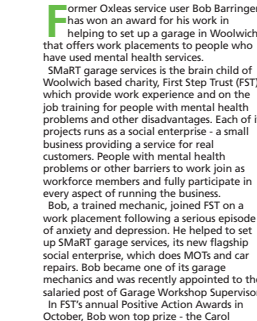


## Black History Month celebrated

Oxleas marked Black History Month with a celebration for all staff organised by the Black and Minority Ethnic (BME) network at the Memorial Hospital in October.

Senior Forensic Social Worker, Deborah Palmer, pictured, right, was master of ceremonies for the day. Around 140 attended the event, which began with an international lunch and quiz on Black history, together with music and opportunities to network with staff from across the trust.

Nurse of the Year 2010, Mercy Browne, gave a lively presentation focusing on comments made by historian David Starkey about the summer riots and Jenny Jean Jacques, Chair of the Pan London Equality Diversity and Human Rights Network, talked about the influences, projects and developments that had affected her career progression. Mary Clarke, CBE, Associate Chief Nurse and lead for Equalities at NHS London also spoke about the changing profile of the NHS workforce and the leaders of the next generation of NHS employees.



## Christine puts equality firmly on the agenda

Performing a role which spans the whole trust can be a tall order, but it's one that the new Equality and Human Rights Adviser apparently regards with relish. Acting in the role of Equality and Diversity Adviser since May 2009, Dr Christine Rivers was recently successfully interviewed for the new post. Exchange met her to find out more.

Originally from Loughborough, Christine has been in London for 20 years and currently lives in Plumstead with her partner of 18 years and their two dogs. She has worked for a number of years in both mental health and the academic world. She has been a mental health manager as well as a teacher and has a PhD in Sociology and Social Theory that she explains focused on: "how lesbian, gay and bisexual people negotiate sexual identity in mental health settings, within the context of the history of pathology."

Her new role continues to focus on issues affecting service users and staff around race, sexual orientation, gender, disability and age, but also encompasses provisions made in the new Equality Act (2010). She is working on the Equality Delivery System (EDS), a framework for delivering equality outcomes, which has been developed by the Department of Health for use in the NHS. In addition to all this, she has also taken over the role of Chaplaincy, which supports service users' spiritual needs.

Undaunted by the huge scope of her role – there is only one of her for 140,000 service

users and 3,300 staff – Christine believes that equality and human rights need to be an integral part of all that the trust does. She explains that while these two areas are closely linked, there is a difference: "Equality looks at different groups, for example, disability, ethnicity or sexual orientation, while human rights is based on the FREDA principles (fairness, respect, equality, dignity, autonomy) and extends to all people, all of them. My role is to pull these areas together and keep them on the agenda. I act as a central focal point, moving things forward, giving people a voice and the tools they need. Most importantly, I ensure that the trust complies with its obligations under the Equality Act, as well as promoting and embedding the spirit of human rights and equality in all aspects of trust work."

Christine's work supports the Equality and Human Rights Steering Group which monitors compliance, identifies priorities and reviews progress. Other areas covered by her role include managing contracts for interpreting services, supporting the completion of equality analysis of services and



policies, and analysing and disseminating workforce and service user data. Looking ahead, Christine is keen to develop work in the areas of race/ethnicity, disability and age, as well as focus on new areas brought in with the Equality Act such as transgender and pregnancy/maternity. She is also committed to continuing her work in building up the black and minority ethnic (BME) and lesbian, gay, bisexual and transgender (LGBT) staff networks. Recently this has included working on the Black History Month celebration (see page 6) and Stonewall's Healthy Lives Programme.

Christine explains: "It's important that people from BME or LGBT backgrounds have a clear and strong voice within the trust and I'd like to see both networks grow. It's also vital that all our staff understand their responsibilities in relation to the Equality Act, and we need to develop services according to the data we gather. For example, people from Black, African and Caribbean backgrounds are disproportionately more likely to be sectioned under the Mental Health Act, and we need to scrutinise the data to understand what is happening. There's still a lot of work to be done, but I think we're on the right road."

## Social enterprise helps service users back into work

Garage has special offers for trust members' cars

Former Oxleas service user Bob Barringer has won an award for his work in helping to set up a garage in Woolwich that offers work places to people who have used mental health services. SMART garage services is the brain child of Woolwich based charity, First Step Trust (FST), which provide work experience and on the job training for people with mental health problems and other disadvantages. Each of its projects runs as a social enterprise – a small business providing a service to meet the needs of customers. People with mental health problems or other barriers to work join as workforce members and fully participate in every aspect of running the business. Bob, a trained mechanic, joined FST on a work placement following a serious episode of anxiety and depression. He helped to set up SMART garage services, its new flagship social enterprise, which does MOTs and car repairs. Bob became one of its garage mechanics and was recently appointed as the senior post of Garage Workshop Supervisor in FST's annual Positive Action Awards in October. Bob won top prize – the Carol

Furnival Award for Outstanding Achievement. The award was presented by Stella English, winner of his TV series The Apprentice, who said: "FST recognises that it takes time for people to build up their experience and get their confidence and belief in themselves back. It also has high expectations of people which is a very positive approach."

Chief Executive Officer of FST, Ronnie Wilson, said: "We believe in giving people the opportunity to rise up and develop up to new work skills but also experience the pressures and responsibilities of ordinary working life. I am extremely proud of what Bob has achieved."

Oxleas members can take advantage of special offers including a FREE Winter Check, £15 off your MOT and 10% off a service or repair. To book your car in or to find out more, call SMART on 020 8465 7848 or go to: [www.smartgarageservices.co.uk](http://www.smartgarageservices.co.uk) If you want to find out more about FST work placements, call 020 8855 7386 or visit [www.firststeptrust.org.uk](http://www.firststeptrust.org.uk)



A delighted Bob Barringer receives his award from Apprentice winner Stella English

# Round up

## Work Fair offers hope for employment

Oxleas held its first ever Work and Job Fair for people with experience of mental ill-health in September at the Education Development Centre in Bromley.

The event, which was coordinated and delivered by people who use Oxleas' services, aimed to tackle the stigma and discrimination faced by this group when they seek work.

Over 150 people from Bromley, Bexley and Greenwich boroughs came along to find out about paid and voluntary work and to take part in interactive workshops. There was also the chance to practise interview techniques thanks to a virtual interview delivered via PCs.

The day was formally opened by the President of the South East London Chamber of Commerce, Clive Barker.

Visitors were able to get advice on CV writing and benefits and have face to face discussions with staff from organisations dedicated to helping people back into employment, including A4e, CDG and Setec. Jobcentre Plus ran out of forms for Christmas vacancies, so great was demand.

The event was organised jointly by Social Inclusion Project Manager Japleen Kaur and volunteer Julia Vater, who said: "Events



such as the Work and Job Fair help to break down barriers and provide an opportunity for people to gain the confidence to deal with issues that really impact upon their lives. I am pleased with the fact that we were able to pay all volunteers for their contribution which was possible due to sponsorship from Waitrose. It's also great that Oxleas are championing service user led events."

Julia is pictured, left, with Connor Hodges, Assistant Section Manager from Bromley, with some of the lunchboxes kindly donated by Waitrose.

### Recommend a friend to join the trust - and we'll send you both a free watch\*



\* While stocks last

You can find a membership application form in the Oxleas Annual Review 2011 included with this edition of Exchange.

### New governors take up posts at AMM

One of the changes to the constitution means that governors are now able to serve for a total of nine years - or three terms. The new governors who took up their roles at the AMM are:

Governor	Constituency
Julian Baker	Service User/Carer
Alan Cork	Service User/Carer
Ken Thomas	Service User/Carer
Anne Voce	Service User/Carer
Rob Hayles	Service User/Carer
Raymond Pope	Public, Bromley
Paul Harding	Public, Bromley
Judy Wolfram	Public, Greenwich
Scott Hunt	Staff, Working Age Mental Health
Shelley Ratcliffe	Staff, Older Adult Mental Health
Kaye Jones	Staff, Learning Disabilities
Maggie Grainger	Staff, Corporate and Partner

Raymond Sheehy, appointed Volunteer Partnership Governor, takes up the role as Lead Governor following Rosie Shrimpton's retirement from the role.

### Volunteer drivers needed in Bromley

For 18 years a dedicated band of volunteers in Greenwich and Bexley have been driving Oxleas' patients and carers - who cannot easily make journeys by themselves - to appointments, therapy groups and on visits.

Now the service, run by Trust Lead for Voluntary Services, Linda Sanders, is expanding into the Bromley area and Linda is appealing for new drivers.

Linda explains that the service brings benefits for both passengers and drivers: "Our drivers are mostly retired, and many want to put something back in to the community. They also get to meet people and make new friends, so it's a very fulfilling role. Our younger drivers also find they can gain new skills and improve their employment prospects. As well as being transported from A to

B, our patients benefit from usually having the same driver right from the start of their therapy. So a rapport is built up which enhances the patient experience. Our drivers will even tell staff if they notice any deterioration in their regulars' health."

Drivers give as much time as they can spare - many find the role so enjoyable that they make themselves available Monday to Friday, 9am to 5pm. Expenses are paid to the tune of 50p per mile, which covers fuel and wear and tear.

A total of 12 new drivers are sought in the Bromley area, and with four already confirmed and three more in recruitment, Linda has made a good start. If you are a car owner with some time to spare and would like to join them, please call Linda on 020 8836 8510/8511.



Linda, front row, second from left, with assistant Julie Langford and some of the volunteer drivers

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.

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