Welcome to our new Trust
A new year, a new Trust and a new future

Welcome to Norfolk and Suffolk NHS Foundation Trust! We came into being at the beginning of the year, formed from the merger of Norfolk and Waveney Mental Health NHS Foundation Trust and Suffolk Mental Health Partnership NHS Trust.

And what an incredible first few weeks it has been.

Although from the outside you may not have noticed a great deal of change yourself, we have been working hard behind the scenes to make sure that we follow through on our promise to build on the best of both from each county.

This magazine, Insight, is our Foundation Trust magazine. Readers in Norfolk and Waveney have been receiving it for some time and we have now extended it to our new members in Suffolk. We hope you enjoy reading more about our work and would welcome any feedback and letters for publication.

As you will read, the Trust is embarking on a programme called Radical Pathway Redesign. Our clinicians from both counties have been working in partnership with our service users, their family carers, GPs and other interested people to look again at our care pathways - the ‘journey’ a person makes through our service and beyond. We are all facing a challenging financial future at the moment, and the NHS is no exception. The merger itself has helped reduce our running costs, so we now have a sound foundation upon which to develop our clinical services.

It’s a challenging time, but with that comes opportunities! As you’ll see in this edition of Insight, we are also opening a new dementia intensive support unit, Hammerton Court, in Norwich, and an inpatient service for young people in Oulton, near Lowestoft. We have some incredible community teams, like the intensive support teams who provide care in people’s own homes so that they don’t have to come into hospital.

Welcome to the new Norfolk and Suffolk NHS Foundation Trust, at a time where we have a wealth of possibilities ahead of us.

Maggie Wheeler
Chair
Aidan Thomas
Chief Executive

Trust launch marked by community events

The launch of the new Norfolk and Suffolk NHS Foundation Trust at the start of the year was marked across the two counties by cake-cutting ceremonies and visits to clinical teams by directors and governors.

And during March the new Trust celebrated again with a programme of community launch events aimed at showcasing its services to the wider community.

Timed to coincide with Mental Health Action Week, the programme kicked off on Thursday, 22 March, with an exciting evening of drama and art in the library at St Clement’s Hospital, Ipswich.

This event celebrated the St Clement’s history project, which is a collaboration between the Trust, the Red Rose Chain theatre group, and arts group Inside Out. The project, which was funded by the Heritage Lottery Fund, celebrated the history and legacy of mental health services at St Clement’s, which was the last Victorian asylum in Suffolk. The project team had worked closely with former service users and staff to create textiles, writing and drama.

The Triangle of Care was launched at Newmarket Racecourses on Friday, 23 March. The Trust worked with the Princess Royal Trust for Carers and Suffolk Family Carers to deliver this event, which was open to modern matrons and other senior clinicians from mental health trusts across the region. The Triangle of Care concept involves promoting better partnership working between service users, carers, and organisations.

Community shoppers at both Tower Ramparts mall, in Ipswich, and Chapelfield, in Norwich, were encouraged to participate in the Five Stages to Wellbeing initiative on Saturday, 24 March. This was delivered in partnership with the national anti-stigma campaign Time to Change, with specially-trained volunteers on hand to promote wellbeing.

In addition, the Trust and its partners had a presence at libraries and supermarkets across Norfolk and Suffolk - including Bury St Edmunds, Great Yarmouth, Haverhill, King’s Lynn, Stowmarket and Wymondham – from 26-29 March.

The week culminated in a very special celebration at OPEN, the Norwich-based youth venue, on Friday, 30 March. The aim was to look to the Trust’s future with a focus on young people, their input and Trust services. The evening featured live music from Trust band Headroom, as well as presentations by chief executive Aidan Thomas and CAMHS service manager Andy Goff.

COVER PHOTO: Trust chair Maggie Wheeler and chief executive Aidan Thomas preside over a cake-cutting ceremony as Norfolk and Suffolk NHS Foundation Trust is launched in January.

Picture: Steve Adams/Norwich Evening News. Picture sales queries: http://archantnorfolk.newsprints.co.uk
Norfolk and Suffolk NHS Foundation Trust officially unveiled its new £13.7m dementia intensive care unit in Norwich at an opening ceremony on March 14.

The 36-bed unit – Hammerton Court – has been built on the Trust’s Julian Hospital site in the west of the city. It was opened by the Lord Mayor of Norwich, Jenny Lay.

Hammerton Court has been designed to meet both current and future dementia needs as the high proportion of elderly people in both Norfolk and Suffolk continues to increase. It is an important part of a programme of Radical Pathway Redesign led by the Trust’s senior clinicians – more about that on Page 10 of this edition of Insight.

Trust chair Maggie Wheeler said at the opening: “Today I am confident Hammerton Court is the best dementia care unit in the country.”

Hammerton Court will equip the Trust to become a leader in world-class dementia care, and will also serve as a base for training and academic research.

It incorporates numerous environmentally friendly features including a green roof, created as a haven for birds, butterflies and other wildlife. It has under-floor heating; ground source heat pumps; and solar panels to generate hot water and electricity.

Large windows and sky lights capitalise on natural light, and combine with modern décor to make the unit feel more like home and less like a hospital.

Hammerton Court also includes sensory and visual prompts, and homelike furnishings to improve the quality of life for residents and their visitors. For example, the three courtyards feature relaxing water fountains, and each ward includes a reminiscence room with music, photo albums and archive TV footage.

Bedrooms, designed to look like those in a real home, are based around the courtyard gardens, in which outdoor memory prompts are designed to stimulate patients, and trigger memories of Norfolk seascapes, history and countryside.

Hammerton Court is named in memory of the late Cressida Hammerton, who worked closely with Norfolk and Waveney after dementia claimed the life of her husband, Peter, in 2003.

Cressida, who died aged 80 in November 2010, worked tirelessly in the role of carer consultant, and took a keen interest in the development of dementia care training schemes.

Hammerton Court was designed by Norwich-based architects Ingleton Wood, and built by RG Carter.

Opening of £13.7m Hammerton Court dementia unit
Trust members elect new governors

Ten new governors have been elected by the 15,000-strong membership of Norfolk and Suffolk NHS Foundation Trust.

In addition, three other governors have been re-elected, and four more have been appointed from partner organisations.

The 10 newly-elected governors are Nancy Boardley, Jane Millar, Guenever Pachent and Adrian Stott (public governors for Suffolk); Chris Watt (public governor for Norfolk); Paul Gaffney and Susie Enoch (service user governors for Suffolk); James Hogan (service user governor for Norfolk); Peter Dyer (carer governor for Suffolk); and David Rollinson (staff governor).

The three re-elected governors are Marion Swan (public governor for Suffolk); Maggie Prettyman (public governor for Norfolk); and Duncan Double (staff governor).

The four new appointed governors – all representing Suffolk – are Kathleen Ben Rabha (Suffolk Association of Voluntary Organisations); assistant chief constable Paul Marshall (Suffolk Constabulary); Bob Payne (University Campus Suffolk); and Mary Rudd (Suffolk County Council).

The April elections had extra significance as they were the first since the Trust was formed by the merger of Norfolk and Waveney Mental Health NHS Foundation Trust and Suffolk Mental Health Partnership NHS Trust at the beginning of the year.

The role of the Board of Governors is to make sure that the views of local people are heard at the highest level within the Trust.

Governors provide a real connection between local people and the Trust. They have important responsibilities including appointing the chair and non-executive directors. Governors don’t actually get involved in the day-to-day running of the Trust’s services. But they do have an influence on services via their work in communicating the views of local communities.

In total, the Board of Governors is made up of 13 public governors (seven from Norfolk and six from Suffolk); two male service user governors – one each from Norfolk and Suffolk; two carer governors – one each from Norfolk and Suffolk; and four staff governors from across the whole Trust.

In addition to these elected governors the Trust has appointed governors representing: the University of East Anglia; University Campus Suffolk; NHS Norfolk; NHS Great Yarmouth and Waveney; NHS Suffolk; Norfolk County Council; Suffolk County Council; Julian Housing Support; Meridian East; the Suffolk Association of Voluntary Organisations; Norfolk Constabulary; and Suffolk Constabulary.

Role of governor

Trust lead governor Tony Jackson was first elected in 2008, and believes the governor’s role is invaluable.

“Being a governor is an interesting and worthwhile way of making a contribution, and making a difference in terms of helping to make sure the Foundation Trust is accountable to service users, carers, and others directly involved in the Trust’s services,” said Mr Jackson. “It’s a good way to learn more about the provision of health services, and about implementing the direction in which those services are going.”

Mr Jackson retired 12 years ago as deputy director of education for Norfolk. He was first elected as a Trust governor in 2008 and was re-elected in 2010 – which means he is not required to stand in the current election. He was elected as lead governor in November 2009.

He is a former vice-chair of NORCAS – which supports people with drugs, alcohol and gambling problems – and was a member of the independent monitoring board for Norwich Prison.

“During my work with NORCAS I learned the Trust were looking for governors, and was asked if I would be interested,” said Mr Jackson.

“It seems to me that foundation trusts do provide a good support for the NHS so that it can become even more responsive to the community.”

Governor meetings

The Board of Governors holds meetings in public every quarter, and is keen to ensure Foundation Trust members and members of the public who’d like to watch the proceedings can to do so.

The next meeting was due to take place on 4 April in Swaffham (George Hotel, Station Street, 1.30pm).

In general, where could you attend meetings? What time of day would be best for you? How could you get there?

Our governors would be very pleased to hear from you. We have an online feedback form at www.surveymonkey.com/s/NSFTgov1 or contact Andrea Goldsmith (details to the right of this box).

Help us improve our process

Did you request an information pack to become a governor but didn’t fill it in?

If so, we are interested to hear more about why you chose not to complete the form and return it.

Was it too long? Did you decide it wasn’t for you? Did you forget?

Your feedback will help us improve the process the next time we run elections.

Please let us know what you think by filling in our online form at www.surveymonkey.com/s/NSFTgov1, by emailing governors@nsft.nhs.uk, by calling 01603 421159 or by writing to Andrea Goldsmith, Magpie Lodge, Hellesdon Hospital, Norwich NR6 5BE.
Service user’s charity cycle ride success

A Trust service user successfully cycled 69 miles across Norfolk in support of the Prostate Cancer Charity.

He completed the 110km cross-country route from Diss to Sandringham in a time of 5 hours 13 minutes.

The service user was joined on the East Anglian stage of the charity’s fundraising event by Trust physiotherapy technical instructors Jason Palmer and Mark Eaton.

Between them the trio raised around £260 for the Prostate Cancer Charity.

“I was excited and really looking forward to it,” said the service user.

“I thought some of the race was hard going, mainly the inclines, but overall I thoroughly enjoyed it.

“I think the 53-mile ride that I did with the physiotherapy technical instructors the week before helped me a great deal, particularly as we all thought the route was 62 miles long, when it was actually 69 miles!

“I felt very proud when receiving my medal and I would like to thank everyone for their support.”

The service user’s preparation involved weekly cycle rides with the physiotherapy technical instructors over a few months.

The instructors said his efforts leading up to the event had been fantastic, and that his performance on the day had been phenomenal given the distance, the contrasting gradients and wind resistance.

“The whole day was a great success and bodes well for future events involving other service users,” said Jason. “As part of the recovery model it’s great for a service user to feel socially included in public events like this, and physical exercise offers huge benefits for mental health and wellbeing.”

Sarah takes CST therapy role

Sarah Purdy has been appointed cognitive stimulation therapy coordinator, based within the Dementia Training Team in Norwich.

Cognitive stimulation therapy (CST) is a research-based therapy for people with mild to moderate dementia. It was developed by a team based at University College London. It encompasses elements of reality orientation, reminiscence and validation therapy, and is used in a person-centred way working in small ‘closed’ groups.

A programme of CST takes place over 14 structured sessions. These always involve a section on orientation before moving on to one of 14 different topics, including physical activities, sounds, childhood, numbers and food. These are intended to be failure-free sessions, with lots of laughter and singing. Each group chooses a group name and group song.

The pace is quite intensive. The aim is for two sessions to take place each week, with the main content of each session taking place over 45 minutes. The average number of people attending each group is six people.

Sarah’s role is to ensure consistency in the delivery of CST from all our localities as set out in the manual ‘Making a difference’.

For more information about CST, or to get involved, contact Sarah Purdy on 01603 421277 or email sarah.purdy@nsft.nhs.uk

Bipolar research

People with bipolar disorder are being asked to take part in a research project.

A group of researchers based at the University of Nottingham are investigating whether people with bipolar disorder use the Mental Capacity Act to plan in advance for the intense phases of their condition.

Those involved would fill in a short questionnaire. All answers will be anonymous, and will be treated in the strictest confidence.

For more information on how to join the study please contact Mohan Mudigonda by telephoning 01158 231334, or 07769 608860, or email mohan.mudigonda@nottshtc.nhs.uk
Trust to open children and young people’s ward

Children and young people with mental health problems in Norfolk and Suffolk will get their own specialist inpatient ward this summer when the Trust achieves a long-cherished dream by opening a new eight-bed unit near Lowestoft.

The £370,000 project will involve the extension of a six-bedroom bungalow at one of its sites at Oulton, meaning children who need inpatient care can at last be treated locally instead of having to travel out of the area.

“This is a very important development for a small number of children and their families in both counties who currently have to travel a very long distance for their care, and we can build on the children-centred services already available nearby,” said Trust chief executive Aidan Thomas.

The development of the unit forms part of the Trust’s long-term plans under its Radical Pathway Redesign programme. The programme considers the experience of service users and their journey through the healthcare system as well as the financial savings that can be made.

“It was one of benefits of the merger,” said Andy Goff, Children and Adolescent Mental Health Services (CAMHS) service manager for development. “We promised that more children and young people would be treated in the community rather than in an inpatient service, and that where a young person requires inpatient treatment we would provide it in Norfolk or Suffolk rather than going out of area.

“With a more local unit, run by our own staff, we will reduce admissions and length of stay. We think there will be a saving to the NHS in Norfolk and Suffolk of about £1m a year. The saving comes from not having to pay other providers for beds outside Norfolk and Suffolk. The saving will be reinvested in health care, and hopefully quite a lot of it will be invested back into children’s mental health services.

“And by funding our own inpatient unit, instead of paying other providers, we will be employing more staff within our own CAMHS service.

“People in Norfolk and Waveney have been trying to get a children’s inpatient unit for the last 20 years. They have failed mostly on cost grounds because it’s very expensive to provide, and the numbers need to stack up.

“The merger has given Norfolk and Suffolk an opportunity to work together to have one unit that will serve the needs of both counties. That means the costs stack up for the first time because we have the economies of scale and the volume of need.”

The new unit is viewed as an interim solution while the Trust works to develop longer-term plans for a ward to be located more centrally in its catchment area. It nonetheless represents a huge step forward.

“I’m really excited by it,” said Andy. “It’s a big thing for the Trust to pull this off, and we’ll be breaking new ground. The reasons for the merger, and our reputation as a really ambitious trust, are epitomised by this scheme.

“The kinds of young people that go to a unit like this include those with eating disorders who can’t be treated in the community; those who are seriously self-harming, young people with acute depression and those with psychosis in its early stages.

“The fact that children will no longer have to travel to Cambridge and beyond will be of huge benefit to them.

“Their local care team will support them into hospital, during their stay, and when they come out,” said Andy. “Their parents and carers will be able to visit, whereas when the children are based a long way away it can be almost impossible getting a parent or carer there.

“We can provide education on site; that will be delivered in partnership with Suffolk County Council.”

Other bungalows on the site are currently used to support children and young people with learning disabilities. The cost of setting up the new ward will be relatively modest as the property was already owned by the former Suffolk trust.
More than 290 delegates attended a successful day-long conference which explored how an understanding of psychosis can allow people to talk about their experiences in relation to their lives.

The sell-out Trust-hosted conference – entitled Giving Psychosis a Voice 2 – took place at Dunston Hall, near Norwich, on Thursday, 8 March. It was the follow-up to a hugely successful international conference which took place in Ipswich in 2010.

The original event explored how finding meaning in psychosis could offer a fundamental means of challenging stigma. This was built upon at the latest event, at which themes included managing distress; trauma; recovery; formulation; current research; and working with people creatively.

Eight speakers with a wealth of personal and professional experiences encouraged delegates to take a step forward in their work, and to think about ways of finding meaning in what people are experiencing, thinking, feeling and doing.

Presentations were given by Rachel Waddingham, manager of the London Hearing Voices Project, who spoke on the subject of ‘Sense, Interrupted’; Dirk Corstens, a Maastricht-based psychiatrist and psychotherapist, on ‘Talking with Voices’; Robin Murray, professor of psychiatric research at the Institute of Psychiatry, on ‘Can the medical model address the experiences and wishes of people with psychosis?’; Jacqui Dillon, chair of the UK Voice Hearers’ Network, on ‘Living with Voices’; and Lucy Johnstone, consultant clinical psychologist with the Cwm Taff Health Board, on ‘Formulation as a radical alternative to diagnosis’.

The list of speakers also included Eleanor Longden, Intervoice scientific board co-ordinator; Phil Barker, visiting professor to Trinity College, Dublin, and honorary professor at the University of Dundee; and Rufus May; clinical psychologist with the Bradford Assertive Outreach Team.

Feedback from the event is still being evaluated, but running themes in delegates’ responses were that the conference was helpful, challenging, stimulating, and provided good networking opportunities.

Lord Newton died, aged 74

Lord Tony Newton, former chair of Suffolk Mental Health Partnership, has died aged 74 after a long illness.

“It’s very sad news, and I think everyone in the Trust or connected with mental health in Suffolk would like to extend their condolences to his family,” said Trust chief executive Aidan Thomas.

“He was a very personable and approachable man and did an awful lot for local people.”

Lord Newton became Conservative MP for Braintree in 1974, and held the seat for 23 years before being made a peer. He held a number of ministerial roles under Margaret Thatcher, and was appointed Suffolk chair in 2009. He died in hospital in Colchester on March 25.
Norfolk and Suffolk NHS Foundation Trust was born from the merger of Norfolk and Waveney Mental Health NHS Foundation Trust and Suffolk Mental Health Partnership NHS Trust.

It has drawn together the best elements of both organisations to create a Foundation Trust that will lead the way for years to come.

Here is our simple, at-a-glance guide to the services provided by the new Trust, and the cities and towns where those services are based.

The vast majority of our services are delivered in the community and we try as far as possible to provide care in people’s own homes or in community settings. However, when people do need a stay in hospital, we aim to make that stay as comfortable as possible in surroundings which are conducive to recovery.

Norwich
- Inpatient services for adults and older people
- Psychiatric Intensive Care Unit (PICU)
- Low secure unit
- Trust Alcohol and Drugs Service
- Child and Adolescent Services (CAMHS)
- Adult and older people’s community services
- Forensic Services
- Criminal Justice Liaison Service
- Wellbeing Service
- Rehabilitation hostels

King’s Lynn
- Adult and older people’s inpatient services
- Adult and older people’s community services
- Child and Adolescent Services (CAMHS)
- Criminal Justice Liaison Service
- Wellbeing Service

Carlton Colville
- Adult and older people’s inpatient services
- Adult and older people’s community services

Dereham
- Adult community services
- Trust Alcohol and Drugs Service

Wymondham
- Adult and older people’s community services
- Wellbeing Service

Lowestoft
- Child and Adolescent Services (CAMHS)
- Adult community services

Becles
- Adult community services

Kelling
- Adult and older people’s community services
- Wellbeing services
Norfolk and Suffolk

NHS Foundation Trust

Ipswich
- Community mental health services
- Adult inpatient services
- Child and Adolescent Services (CAMHS)
- Improving Access to Psychological Services (IAPT)
- Assertive outreach
- Later life services
- Eating disorder services
- Learning disability services
- Open rehabilitation services

Bury St Edmunds
- Community mental health services
- Child and Adolescent Services (CAMHS)
- Assertive outreach
- Later life services
- Eating disorder services
- Improving Access to Psychological Services (IAPT)
- Criminal Justice Liaison Service
- Psychology
- Adult inpatient services

Haverhill
- Learning disability services

Sudbury
- Community mental health services

Stowmarket
- Early intervention services
- Child and Adolescent Services (CAMHS)

Wickham Market
- Community mental health services

Oulton
- Learning disability services

Felixstowe
- Community mental health services
We’re meeting the challenge

The local and national news is full of the financial challenges facing the country, and organisations like ours are feeling this as much as individual people and their families. Like many of you, we are also looking at how we spend our money so that we make it go as far as possible.

All NHS Trusts are being asked to do more with less, and to maintain and improve quality. But, even in this very challenging context, Norfolk and Suffolk NHS Foundation Trust is aiming to offer services that compare with the best nationally.

That’s why we have developed a new programme which we have called Radical Pathway Redesign.

What does this mean? Our clinical leads have been looking again at our care pathways - the ‘journey’ that a person makes within our service and after they leave it.

Working with their colleagues and others who have an interest, like our service users, our clinicians are considering what we will need in the future to meet the financial challenges ahead while at the same time maintaining and improving quality.

It’s called a ‘Radical’ Pathway Redesign for a reason - we need to think outside our normal comfort zones and come up with new pathways built up around the service user, also taking into consideration what our partners, including the voluntary and third sector, offer.

Nationally, the move is to treat people away from the traditional hospital environment and we have already seen some good progress in this area. For example, we introduced dementia intensive support teams in Norfolk and are looking at the same model for Suffolk. Staff from these teams visit people in their own homes, sometimes several times a day, who would otherwise have had to go into hospital. As well as improving the experience for our service users and their family carers, we can also reorganise our finances so we can see more people.

Often we need to invest in new facilities to improve both the quality and value for money. At the time of writing, we are getting ready to open a new dementia intensive care unit, Hammerton Court, in Norwich, and we are carrying out a programme of refurbishment at Wedgewood House, next to West Suffolk Hospital, in Bury St Edmunds. The new and refurbished buildings join our new psychiatric intensive care unit, Justin Gardner House, at Hellesdon Hospital, in Norwich.

In Norfolk and Waveney, our senior clinicians have been leading the design process for some time and we are at the moment discussing the new pathways with our commissioners (including our new Clinical Commissioning Groups).

In Suffolk, the design process is well under way and is due to complete early in the summer.

If you would like to know more, please see the information about Radical Pathway Redesign on our website www.nwmhft.nhs.uk (look under the ‘Radical Redesign’ heading on the top menu).

We are also making presentations about RPR at our public board meetings - at the next one, on 24 May, we will be looking at our pathways for people experiencing common mental health problems such as mild to moderate depression and anxiety. If you’d like to attend we would be very pleased to see you. It will be held from 10am at Bungay and District Sports Association, Pirnhow Street, Bungay, NR35 2RU.

There are clear quality and effectiveness goals and we promote research and innovation

Our pathways are designed and delivered in partnership with service users and carers

The pathways are designed and delivered in partnership with third sector providers

Statutory functions are completed efficiently and effectively

Our pathways emphasise early intervention, wellbeing including physical wellbeing, prevention of relapse and social recovery

Our staff have real influence in the way that pathways are designed and delivered
Teacher and consultant Dr Eden Charles led an advanced black and minority ethnic (BME) workshop in Norwich to launch secure services’ ‘celebrating diversity’ initiative.

Services operations manager Marcus Hayward said: “We first met when Eden was director of a King’s Fund-hosted ‘Breaking Through’ Programme I attended in 2008. He is a remarkable man and left a lasting impression on me. I was sure he was just the person we needed to lead this first workshop and launch our celebrating diversity strategy.”

Secure Services started developing their celebrating diversity strategy during 2011 following feedback from staff critical of computer-based diversity training. They advocated bringing people back together to explore this very important subject.

A further driver was ‘The ERRIN Report: Working Towards Eradicating Racism in the Norfolk NHS – Ten Years On’, which was published during 2011. This resulted in Dr Charles being invited to lead the workshop at the Oaklands Hotel on December 6.

Eden Charles has run experiential learning programmes for more than 25 years. He is an expert in bi-cultural competencies and developing change leaders. He has also had success in designing and implementing ideas that enable black and minority ethnic people to succeed in their careers, and in helping organisations to bring about successful change.

“I hold a strong personal value about our ability, as human beings, to create societies and organisations fit to house the human spirit,” said Eden.

Feedback following the presentation was very positive. On a scale of 1 to 5, with 5 being excellent, the average score was 4.58. It also met (45%) or exceeded (55%) the expectations of participants.

“I cannot think of a better workshop I have ever attended. The content was relevant and thought-provoking and the delivery was exceptionally skilled,” said one delegate.

Another said: “I was left reflecting on my own practice, not just in relation to BME issues but in my whole approach to people at work. But the new bit for me was that we recognised as a group that the values, ideas and approaches described should be treated with much greater importance.”

Godfred Asamoah, Talent Chinyemba, Nelson Chiwaridzo, Anastasia Makoni, Douglas Mhizha and Homayoun Sepehrara helped Marcus organise the workshop, and are involved in the formation of a secure services wellbeing and diversity group to take forward ideas.
Suffolk hosts county-wide child and adolescent mental health conference

More than 200 delegates attended a successful conference aimed at improving help and support for children and young people with mental health issues in Suffolk. The conference – organised by the Trust’s child and adolescent mental health service (CAMHS) in Suffolk – took place at Trinity Park, in Ipswich.

It brought together a range of organisations – including the Trust, Suffolk County Council, Ipswich Borough Council, Suffolk Constabulary, the Matthew Project and Suffolk Young Carers – who addressed the issue ‘Is CAMHS still everybody’s business?’

Steve Hunt, CAMHS operational manager for Suffolk, said: “We had a lot of good feedback from a range of referrers and providers from across Suffolk who work with young people. We will be working through that feedback and talking with our partners in order to decide where we go next to improve services.

“There were also about 30 exhibition stalls which enabled delegates to find out more about a range of services not just from within our Trust, but also those provided by partner organisations.”

Trust chief executive Aidan Thomas opened the event, and speakers included Dawn Rees, a former national programme director for child and adolescent mental health improvement, and Ros Rozpoppa, senior improvement lead with Enable East, an NHS organisation that helps other public sector bodies to make improvements.

The annual Quality Account identifies a number of quality priorities through engagement with stakeholders.

The Quality Account for publication in 2012 will include a review of quality looking back at both Suffolk Mental Health Partnership NHS Trust and Norfolk and Waveney Mental Health NHS Foundation Trust. It will then look forward with quality priorities for the merged Trust.

Last year, five events took place between September and December 2011 at venues across Norfolk and Suffolk.

Following a brief presentation, which explained how quality is monitored, attendees were asked to work in small groups to answer three questions; the questions and main themes are shown below:

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<th>What does the Trust do well?</th>
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<td>and responds flexibly</td>
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<th>What does the Trust not do so well?</th>
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What should the Trust’s quality priorities be?

| flexible open assessment  |
| improvements to crisis resolution and home treatment (CRHT) |
| acknowledge and value carers and service users  |
| availability of therapies |

This list identifies main themes and links comments where appropriate. Many topics were identified as being done well in one locality but not in others, demonstrating a lack of consistency across the Trust.

The areas identified will be developed as part of the radical redesign of services. This approach will lead to a comprehensive and coherent quality improvement programme.

For further details on quality priorities please contact me on 01603 421617.

Sue Barrett
Head of Governance
More than 40 artists with mental health problems exhibited their work at the annual Fruits of the Mind exhibition in Norwich.

The exhibition, organised jointly with the Well artists’ collective – took place at the Forum.

Around £500 worth of artwork was sold, comprising around one picture in every five. Many artists were exhibiting for the first time, and some were delighted to collect cash rather than their paintings at the end of the week.

Many encouraging comments were left in the visitors’ book, and the curators from the Well had many interesting discussions with members of the public about mental health and art.

With more than 40,000 people passing through the Forum every week the exhibition was seen by many Norfolk residents. It was also featured on Facebook and on the Forum’s website.

One artist, Lynda, said: “It was a real boost to my self-confidence to see my work being looked at by so many people.”

Another exhibitor, Jess, said: “I felt that the safety of being in the Well made it possible for me to express myself confidently to the world. I was thankful for the opportunity to show our talents as artists and to outshine our illnesses.”

Trust occupational therapist Helen Simpson – who is also a photographer – said: “This was the first year I have been involved in organising the Fruits of the Mind exhibition. It was amazing to work alongside such a committed group of artists such as those from the Well. Their enthusiasm and hard work was heart-warming to see, as was the end product of their work.”

If you would like to be involved in organising the next exhibition, or setting up an artists’ co-operative in your locality, contact helen.simpson@nwmhp.nhs.uk

You can find out more about the Well by visiting www.thewellartists.co.uk

CAPITAL: Amber, from the Well, with her painting ‘London’, which she sold during the exhibition.
Wards at Carlton Court
release more time to care

Five wards at Carlton Court, near Lowestoft, have succeeded in freeing up more time for direct patient care under the Releasing Time to Care (RTTC) project.

The Laurel and Larkspur assessment wards and the Foxglove, Fernwood and Sweet Briar wards have been involved in the project since July.

Members of the five ward teams met on December 12 to discuss improvements that have been made, and to outline future plans.

RTTC focuses on improving ward processes and environments to help nurses and therapists spend more time on direct patient care, thereby improving safety and efficiency. The four core objectives are patient safety and reliability of care; efficiency of care; patient experience; and staff wellbeing.

Teams in Suffolk have also introduced the RTTC programme in wards in Ipswich and Bury St Edmunds. The Suffolk crisis teams are also now looking at how the programme could work in a community setting.

The ward teams have worked together to develop ways to improve their wards and share ideas, starting with the three foundation modules of ‘Knowing how we are doing’, ‘Patient Status at a Glance’ and ‘Well-organised ward’, plus ‘Meals round’.

‘Knowing how we are doing’ covers ongoing measures displayed for patients, visitors and staff, who continue to give their input. These include direct care time, one-to-ones, group activities and patient satisfaction.

New patient status boards are now in the nursing offices. These make it quick for any of the clinicians to obtain information about a patient, and are good for handovers.

‘Ward visions’ have developed, and many areas for improvement have been identified and changes made. One ward improvement increased direct patient care time by one month a year! Multiplied by five that’s quite a few shifts, and is less stressful for staff.

Store rooms, clinic rooms, sluices, nursing offices and ward environments are all being reorganised and made more efficient. Wards have their own evidence folders for ‘well-organised ward’ including before and after pictures, inventories and a checklist to ensure areas are sustained. Many more plans are in progress.

Housekeepers are a very proactive part of the team. Protected meal times mean wards are closed to all visitors apart from relatives coming to help loved ones with their meal. This ensures that the wards are uninterrupted and that mealtimes are a positive experience, providing valuable one-to-one time with patients.

“These wards are a great example of what can be achieved when teams work and develop together - their confidence was glowing,” said Norfolk project lead Sarah Nichols.

Michele Allott, deputy director of nursing, told team members: “I would like to thank everyone and say well done for all the hard work you have all put in. I am really excited to see how the RTTC programme will be carried forward and the benefits it will bring to both staff and service user wellbeing.”
Carers’ forum is big hit

A carers’ forum at the King’s Centre, in Great Yarmouth, proved popular and was attended by many carers.

The Trust-run event – the first carers’ forum to be held in the locality - offered a wide variety of resources including stalls, alternative therapies and talks by a variety of professionals.

The talks offered insights into different mental health topics. The speakers included service user Leigh Allison, whose talk was said by many carers to be the highlight of the speeches.

The event on November 21 was opened by Trust non-executive director Barry Capon, who spoke about the important role that carers play in mental health services, and said good support for them was essential. Another welcome visitor was Trust chief executive Aidan Thomas.

The alternative therapies were among the most popular attractions of the day. Lisa Rickman and Jill Masters offered Indian head massage, and Sandra Geary offered Reiki and reflexology.

A market place boasted stalls representing MIND, Julian Support and Norcas, as well as stalls from the Trust. These stalls offered information about accessing services in the area, plus more generalised health information. The market place also acted as an excellent place for networking among carers and professionals.

Carers could also attend focus groups run by carers’ assessor Sarah Kennard. This gave them the chance to have their say about services, and to offer suggestions for improvements.

“One of the issues raised by carers was that there should be a more joined-up approach when crisis plans are being drawn up for service users,” said Sarah. “We have taken that on board in the Waveney Recovery Team, and plan to include more support and training for practitioners around crisis planning.”

Sarah Kennard is working to feed information back to the Trust, so that it can learn from the issues raised.

Senior practitioner Howard Tidman, who organised the carers’ forum, said: “The event has been a huge success. Carers found it extremely useful and also appreciated the chance to meet with other carers in similar circumstances. Many asked when the next event would be held, and others said ‘Why has this not been done before?’”

Howard also thanked care support worker community support worker Sarah Man; senior practitioner Tracey Thompson; occupational therapist Emma Strain; student nurse Jude Wright; and Dallas Catchpole, Anita Arundel and Sarah Kennard for their help and support in making the event such a great success.
To Beverley Hallpike, Nurse Consultant, Dementia Care

I just wanted to thank you for your commitment in taking the lead and organising our first non-medical prescribers’ conference that was held by our Trust at the Holiday Inn, in Norwich, recently.

It was a superb day, which brought together practitioners from all backgrounds, and encouraged professionals from other regions to come to Norwich. We had some nationally important speakers, which gave us all a mentally stimulating day, with lots of ideas shared.

I felt proud to be part of it all as it has raised awareness of the roles that non-medical prescribers play within our Trust. Despite an era of cost-cutting this was a truly positive event from a clinical perspective, and I hope there can be another one next year.

Petra Herrington
Dementia Linkworker and Non-Medical Prescriber
Community Mental Health Services

To Sue Howlett, modern matron, Wedgwood House

My husband came to your clinic for a memory test as his short-term memory had completely gone. He was seen first by nurse Sarah Lord and psychiatrist Dr Judy Rubenstein. We would like to voice our appreciation of the manner in which the two ladies worked, all the many questions to my husband and myself were put in such a quiet, clear, reassuring way, which I am sure made my husband relaxed about the whole procedure. Also, the contact offered to him after Christmas when he starts his treatment, which we considered first class treatment. Thank you for your excellent service.

To Micki Munro, Carlton Court

Our mother/mother-in-law has recently transferred to a care home in Norwich after spending more than seven months as a patient in Larkspur ward. During her stay at Carlton Court we saw that she was treated with great care, dignity and consideration, as well as with the professional skills we would have expected.

As her nearest family members, we were always kept informed of her changing condition. Our visits to the ward were invariably greeted warmly by the staff, and this added to our satisfaction with the overall level of service provided. We commend all the staff on Larkspur ward for their professionalism and humanity, believing them to be a credit to the NHS.

To staff on Laburnum ward

I would like to thank you for the invitation to the Halloween party, and the lunch of fish and chips. This did not just happen overnight – a lot of hard work and origination went into it. This was the first time I had sat and had anything to eat with Roger since he left home. He said it was nice. You are all so kind to the men, and it is lovely how you look after them. A very big thank you.

To Julian Hospital staff

As it is now eight months since I attended the Julian I thought you might be interested to hear of my progress. At long, long last I feel well enough to plan a holiday. We are off to Croatia at the end of this month.

I am so grateful for all your support and encouragement which has helped me to recover. You always said I would get better, but I never ever believed it was possible. I am now able to face the world and laugh again. Kindest regards to you all.

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