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TURNING THE SPOTLIGHT
ON CHILDREN AND YOUNG
PEOPLE’S MENTAL HEALTH

NEW
BUMPER
EDITION

Insight

Spring/Summer 2015 | Issue 90

Norfolk and Suffolk NHS Foundation Trust
New service extends expert help
Spotlight on Liaison and Diversion Service
New service extends expert help for vulnerable people
Insight on dementia
Innovative memory service brings assessment closer to home
State-of-the-art ward for dementia patients opens its doors
Extra support for Norfolk Dementia patients
Insight on working with us
Spotlight on apprenticeships
Helping others on their recovery journey
Thumbs up for country's first nursing academy
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ABOUT INSIGHT
Insight is produced by the NSFT Communications Team, working with service users, carers and mental health professionals to bring you stories about mental health issues that affect people in Norfolk and Suffolk.
You can read Insight online at: www.nsft.nhs.uk/insight
If you have any feedback, please email ‘Insight Editor’ at: communications@nsft.nhs.uk
If you are affected by any of the issues covered and are unsure how to access support, contact our Patient Advice and Liaison Service (PALS) - contact details on the back cover of this issue.
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A WORD FROM THE CHAIR
Hello and welcome to the all-new Insight magazine with its new look and feel, editorial style and much more in-depth stories than we have brought you before.

We’re really excited to launch our new magazine with this bumper Summer issue as part of our trust’s continued efforts to improve how we communicate with all of you who would like to know more about mental health and wellbeing.

Over the past six months we have been busy working on what we believe Insight could and should be. The aim has been to transform it from being ‘all about Norfolk and Suffolk NHS Foundation Trust’ into something that will:
• Help us raise awareness about mental health conditions and what it is like to live with some of these
• Help to reduce stigma around mental health issues
• Inform people about how and where to access support for themselves or for people they know
• Offer us a platform to discuss local and even national issues affecting mental health services
• Offer an insight into working for a mental health trust

To achieve all of this Insight needs to be interesting and relevant, and the best way we could think of achieving that has been to use the personal stories and experiences of our patients, carers and staff, as much as possible.

I’d like to take this opportunity to give my thanks to everyone who has shared their story in this edition, discussing a whole range of issues that can affect anyone of us at any time from eating disorders to depression, living with autism and living with post-traumatic stress disorder. Your stories have certainly given me a greater insight and I know they will do the same for other readers.

Our editorial team will be in touch with many more of you as we start work on our next issue, due out in Winter 2015, as we continue to develop Insight into something which will do all of the above.

And please, let us know what you think of it so far by emailing the editorial team – see the panel opposite for contact details.

Gary Page
Chair of Norfolk and Suffolk NHS Foundation Trust

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The four women – who have all restored a healthy weight and grown in confidence after suffering with anorexia – spoke about their experiences in the run up to eating disorders awareness week in February in the hope their stories would inspire others.

Alison, who lives in Ipswich, became ill after losing her grandfather, and began exercising excessively and not eating to help her cope. She said: “I would start every day by running six miles, and when I wasn't able to run anymore I would walk instead. I was in complete denial about what was wrong. It was a living hell.”

"EATING DISORDERS ROB YOU OF YOUR LIFE,” ADDED THE 27-YEAR-OLD. “AT THE TIME, YOU THINK YOU ARE IN CONTROL BUT THE REALITY IS THAT THE OPPOSITE IS TRUE – YOU ARE SO OUT OF CONTROL IT IS UNREAL “

Alison, 27, was diagnosed with anorexia after she met a member of NSFT’s Suffolk Eating Disorders Team at a support group. She then spent three months at the Priory before she was discharged home. Now, with the help of meal plans, regular weight checks, support from a nurse and family therapy sessions with a psychologist, she has addressed the issues underlying her anorexia, put on weight and is feeling much better. “I would urge anyone in the same situation to seek medical help as soon as possible – the longer it goes on, the harder it is to change. You are not alone – there are lots of people who can help and although the journey is hard, it is so worthwhile,” said Alison.

Her views have been echoed by Jessica, who developed anorexia as a result of a condition called pervasive withdrawal syndrome, which causes the sufferer to start shutting down from all areas of their life. The 16-year-old’s illness was only discovered when her parents rushed her to A&E at Ipswich Hospital after she became dehydrated and confused. “I spent six weeks in hospital but wasn’t very co-operative,” said Jessica, who lives on the Suffolk coast. “I had a nasogastric tube put in to help with feeding, but kept pulling it out. The tube ended up staying in for around eight months. “After I was discharged from hospital, I saw a psychiatrist and am still seeing my psychologist every week. They have been really helpful – I wouldn’t have got better if it hadn’t been for them.

“MY ADVICE TO OTHERS WOULD BE TO STAY STRONG – YOU’RE NOT ALONE AND THERE ARE PEOPLE OUT THERE WHO KNOW HOW YOU FEEL AND CAN HELP,” SHE SAID. “DON’T BELIEVE WHAT THE EATING DISORDER IS TELLING YOU – YOU ARE NOT UGLY OR FAT, BUT ARE PERFECT IN YOUR OWN WAY” Natasha

Natasha Pond, 15, who lives in Norfolk, echoed her views after hiding the fact she wasn’t eating from her parents. She attended one-to-one appointments and family sessions, and was given advice on meal plans, to help her return to a healthy weight. She said: “When I was ill I was worried about getting up and downstairs as it took so much energy. Even walking around was really hard and I ended up in a wheelchair at one point. Now I feel much better and am doing things I could never have done before. “Asking for help is the best thing you can do. I was in complete denial but accepting I was ill and that I needed help was really important in my journey towards getting better and getting back to a normal, healthy life.”

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Four young women who are on the road to recovery after battling severe eating disorders have urged others in a similar situation to seek specialist help so that they can take the first steps towards a healthier, happier life.
“I’m not really sure what prompted my illness,” she said. “I just had an urge to be really thin. I started taking drastic measures and would only drink rather than eat, and would go out running, then exercise in my bedroom. It became normal to me.

“I felt extremely tired and very cold all of the time. My mum got really worried as she noticed that I had no appetite, was losing a lot of weight and was exercising all the time, so she took me to the clinic to ask for help.”

Kirsty has been working with the eating disorders service for around a year, and has been given individually tailored meal plans and attended one to one appointments as well as group sessions. This has helped build her confidence, start restoring healthy weight and return to her normal routine.

She added: “I wouldn’t be as well as I am today if it wasn’t for the service. I’ve managed to put weight back on and feel much better.

“Anorexia is most likely to start between the ages of 13 and 25, when young people are naturally very conscious of their appearance and developing their sense of themselves. It may be triggered by family issues and difficulties with their peer groups.

“It is less common but still occurs in those between eight and 12, where it often begins as an emotional disorder, which causes food refusal, and in adults aged 25 and over, when it tends to come following relationship issues. This can lead to anxiety disorder, with the focus then turning to the body as relief from that disorder.

“We provide a comprehensive service within the community, and work with our patients and their families to put together individual treatment plans tailored to meet their needs. This could include psychological treatments, medication and psychiatric help, as well as meal plans to help them gradually gain weight.

“We are very proud of the service we provide and the positive impact it has had on helping so many people make a good recovery. It is incredibly rewarding to see.”

The NSFT Central Norfolk CAEDS (CEN-CAEDS) team provide assessment and intensive management of young people aged up to 18 who are struggling with eating difficulties, as well as multi-agency consultation and liaison. It was awarded a BEAT-assured national accreditation last year. Although the service covers central Norfolk, staff work closely with colleagues in west Norfolk and the Great Yarmouth and Waveney areas, to ensure increasing numbers of patients receive the right care to meet their needs.

Jo Percival, Clinical Nurse Specialist with the service, said: “We have seen a huge increase in referrals recently, from 70 two years ago to 180 in 2014/15. This is mirrored across the UK, where the prevalence of eating disorders is increasing because of peer pressure and the emphasis that celebrity magazines put on getting the perfect body. We also see increasing numbers of boys, and have around 15 in our care at the moment. They tend to put the emphasis on getting a six-pack and end up doing excessive amounts of exercise as a result.”

Jo explained that there were a range of treatments available, including psychosocial education, motivational enhancement therapy, cognitive behavioural therapy, medical management and individual therapy, along with group sessions, family work, multi-family therapy and carer support. NSFT’s intensive support team can also provide additional support, wherever necessary.

“We also run a parents group, work closely with schools and GPs and carry out health promotion work where we can. The emphasis isn’t just on food, but we also look at social elements as well such as eating in public and going swimming or clothes shopping. This is really important as it helps to build confidence.”

“The team do some fantastic work to care for these patients and help them get their lives back on track.”

If you are concerned that someone you know has an eating disorder you should speak to your GP, a school nurse, or another health professional who can advise or refer you to local eating disorders services.

For more information about eating disorders, visit: www.b-eat.co.uk/support-services or log on to NHS Choices at: www.nhs.uk/conditions/eating-disorders/
New service to help thousands more to live their lives well

A further 3,500 local people every year will receive dedicated help to overcome anxiety, stress or depression when the new Wellbeing service launches in Norfolk and Waveney this September.

The improved service will build upon the work of the existing two Norfolk and Great Yarmouth and Waveney wellbeing services, extending help to those with more complex levels of need. It will also provide much more social support to help thousands of people return to a productive life.

“People will be able to access the service more quickly, while a major new element of the service will be support with the social aspects of recovery, helping patients to put all aspects of their life straight from finances and housing, to tackling loneliness.”

The service will be provided by clinicians and therapists from our trust working alongside the relationship counselling organisation Relate and three local branches of the mental health charity Mind. A range of different options will be available, including courses and workshops, face-to-face counselling, cognitive behaviour therapy and help to access community support. Nesta Reeve, Consultant Clinical Psychologist and Clinical Lead from NSFT, said: “This innovative new service will help thousands of people to overcome problems such as depression, anxiety and stress, which can all have a major impact on the lives of individuals and their families.

The service will be delivered through a partnership between the NHS and local voluntary organisations and it has been designed by patients, GPs, psychologists and charities, with support from NHS experts.

The service treat as many patients as early as possible within GP practices or community settings right across Norfolk and Waveney – in many cases helping them to avoid admission into a mental health unit by providing responsive services near to where they live, before their problems become too great.

The service will run an independent Wellbeing service in Suffolk that offers a range of support to improve your wellbeing and help you cope with stress, anxiety and depression. They also offer a range of free courses across the county.

To keep updated on all the news, visit: www.readychange.org.uk/Suffolk and follow the service on Twitter @NHSWWellbeing and Facebook: www.facebook.com/NHSWWellbeing

“People will be able to access the service more quickly, while a major new element of the service will be support with the social aspects of recovery, helping patients to put all aspects of their life straight from finances and housing, to tackling loneliness.”

“We are delighted to be working with our partners at Relate and Mind to deliver this new service and look forward to its launch later this year.”

Relate will offer relationship counselling to couples, individuals and families, while Mind will provide counselling, social groups, and offer peer support. The partners will work together as an integrated team so that people experience a joined-up approach to the support they receive. People will be able to self-refer to the service by phone, post or online, or be referred by their GP.

While the new, single service is being fully established the existing Norfolk and Great Yarmouth and Waveney services remain in place. For details on how to get in touch, and to keep yourself informed on all the news about the new service, log on to the Wellbeing website at: www.wellbeingnandw.co.uk, follow us on Twitter @NHSWWellbeing or on facebook.com/NHSWellbeing

“"You have no idea how much it helped just being able to talk." Service user – Suffolk Wellbeing Service

"For a time I could see no light at the end of the tunnel, just being able to talk with you, without feeling judged made a difference and without your kindness and support I would not be where I am today.” Service user – Suffolk Wellbeing Service

"Elsa was an amazing comfort during a difficult time. She has shown me the way to live life happily again. I don’t know what I would have done without her.” Service user – Psychological Therapist, Great Yarmouth & Waveney Wellbeing Service

"With my patient’s consent I am writing to praise on her praise and thanks for the service she has received from the Wellbeing Service. She found the Staff kind, helpful and supportive.” GP writing about Norfolk Wellbeing Service.

"After being quite apprehensive about my Cognitive Behavioural Therapy experience may hold, he put me at ease from the very first call… His brilliant analogies allowed me to really get to grips with the techniques he was in my hands… I will be forever grateful.” Service user – Psychological Therapist, Great Yarmouth & Waveney Wellbeing Service.

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A new service which will give vulnerable people additional support to help get their lives back on track after they have been arrested has launched.

**New service extends expert help for vulnerable people**

A new service which will give vulnerable people additional support to help get their lives back on track after they have been arrested has launched.

The criminal justice liaison and diversion service (CILD) will be run by Norfolk and Suffolk NHS Foundation trust (NSFT) alongside partners Julian Support and military charity Walking With The Wounded. It will offer support to people who are attending a police investigation centre, magistrates or crown court and have vulnerabilities such as mental health issues, learning disabilities, substance misuse or who are experiencing housing or financial difficulties. This could include onward referral into a variety of services as well as help with education and employment.

The year-long trial has been funded with £1.3m from NHS England. It will see CILD staff based in police investigation centres and courts across Norfolk and Suffolk so that they can quickly identify people who could benefit from help and refer them as appropriate. Those with a military background may be referred to Walking With The Wounded's Project Nova initiative, which supports veterans who have become caught up in low level anti-social and petty crime.

Project Nova initiative, which supports veterans who have become caught up in low level anti-social and petty crime

The 39-year-old, who lives in Otley, Suffolk, spent a total of 11 years in prison for drug offences, theft, fraud, GBH and assault. But he feels his life could have been very different if at certain stages, his mental health had been more closely assessed. He is hopeful that the new criminal justice liaison and diversion service, recently launched across both Norfolk and Suffolk, will provide others with the right help and support to change their behaviour before it becomes too late.

“For years, Kalam Pearce’s life was a roller coaster. A self-confessed drug addict and law breaker, he couldn’t see an end to the downward spiral he found himself in. He never dreamt that he would be given the chance to speak at a special criminal justice and mental health conference after turning his life around – while winning praise from the audience for providing a rare insight into life on the other side of the tracks.”

He is hopeful that the new criminal justice liaison and diversion service, recently launched across both Norfolk and Suffolk, will provide others with the right help and support to change their behaviour before it becomes too late.

“The police and mental health workers operating more closely makes me very hopeful,” he said. “When your life is out of control, and you are in trouble, the chance that somebody may step in, having spotted potential mental health issues, is encouraging. “I am in no doubt mental health work helps to prevent crime and is key to a humane justice system.”

The conference which Kalam spoke at was organised by NSFT at Trinity Park, Ipswich, and saw police representatives, mental health professionals, service users, forensic psychiatrists and family carers all take to the stage to speak.

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“I am in no doubt mental health work helps to prevent crime and is key to a humane justice system.”

Kalam Pearce
Innovative memory service brings assessment closer to home

People in east Suffolk are now able to receive a diagnosis and vital treatment for memory problems, including dementia, more quickly thanks to a specialist service which is offering specialist assessment closer to home.

The Community Memory Assessment Service (CMAS) was launched in July 2014, and is now receiving around 100 referrals each month. It provides assessment for people in Ipswich and east Suffolk who are having trouble with their memory, including dementia, with patients referred to the service by their GP after all physical causes have been ruled out.

Appointments are arranged at a time and location convenient to the patient to make the service as easy as possible to access. Depending on their diagnosis, they may be referred to NSFT’s Integrated Delivery Team for treatment or signposted to other services which may be able to help, such as the Dementia Alliance.

“We can provide the support, guidance and information which people need to help them retain their independence and enjoy a good quality of life in their own home.”

The service has been funded for three years with £400,000 from NHS Ipswich and East Suffolk Clinical Commissioning Groups.

Dr Emma Marriott, Clinical Team Leader with CMAS, said: “We aim to diagnose patients as early as possible so that treatment can start sooner, and they can start planning for their future. For example, we can talk to them about lasting power of attorney and their driving status, as well as accessing other services which open up with a diagnosis, such as help paying council tax.

“A lot of people coming into the service are really anxious, so we do our best to offer them as much reassurance and support as we can.”

“Memory problems can be caused by a range of different things, such as depression, anxiety, medication or pain, so it’s important to remember that a referral to the CMAS doesn’t always mean the patient has dementia.

“If a diagnosis of dementia is confirmed, picking it up early means we can provide the support, guidance and information which people need to help them retain their independence and enjoy a good quality of life in their own home.”

Anyone worried about their memory can make an appointment with their GP for an initial test, and will be referred to the Community Memory Assessment Service, if appropriate.
NURSES TAKE ON A SPECIALIST DEMENTIA ROLE

Mental health nurses from NSFT are playing a key role in further improving the care which patients with dementia in Norfolk receive after becoming specialist Admiral Nurses.

Four NSFT nurses have been employed as Admiral Nurses, with three working in south Norfolk and one in the west of the county. They will provide specially-tailored care for patients with complex dementia needs, as well as practical and emotional support for family members. Their goal is to enable people to live as well as they can while ensuring carers receive any help they may need.

"IT IS ESSENTIAL TO DEVELOP A PATHWAY THAT SUPPORTS PEOPLE WITH DEMENTIA AND THEIR CAREERS"

The four are taking up their roles as part of a pilot, which will be delivered by NSFT in partnership with Age UK, and the special commissioning groups in west Norfolk, Norwich and south Norfolk.

It will see a complete care pathway put in place, with patients able to access support from early to advanced dementia. The Admiral Nurses will provide care in the most complex cases, while those with moderate needs will receive support from Age UK Norfolk’s dementia wellbeing advisers.

It’s hoped that this tiered approach will ensure people living with dementia and their families can access more effective, good quality care and will also have financial benefits for the health and social care systems.

The pilot comes after NSFT increased its community-based services to provide more support for carers so that patients can be successfully looked after in their own homes, in turn reducing unnecessary hospital admissions.

"The number of people diagnosed with dementia is on the increase, so it is essential to develop a pathway that supports people with dementia and their carers from before diagnosis all the way through to the most advanced stages and post bereavement," said Zena Aldridge, Age UK Norfolk’s lead Admiral Nurse consultant.

"I believe that by working collaboratively with other organisations, Age UK Norfolk is well placed to be part of a service that enables people to access the right level of support throughout their journey."

Family and professional carers, people with dementia or anyone worried about their memory can get confidential help and advice by calling Admiral Nurse Direct on 0845 257 9406 or by emailing: direct@dementiauk.org

COMMUNITY CAFÉ OFFICIALLY OPENS

A successful community café which gives people with disabilities the chance to gain skills and qualifications to help them secure a job has been officially opened.

Wrap and Roll was opened by Judith Lubbock, formerly Lord Mayor of Norwich, at Hammerton Court specialist dementia care unit in Norwich. It is run by Nansa, a charity which supports Norfolk people with disabilities, and will see one service user train at the café each day so that they can gain qualifications and practical experience.

Hazel Haresign, Project Coordinator at Hammerton Court, said: "The café has been welcomed by staff, patients and visitors alike and is proving a real success.

"We are all delighted that we not only have a great café facility but are helping NANSAS’s service users to learn and develop new skills at the same time.

"Everyone is welcome to come along to enjoy good quality food and great service."

The café is open from 10am to 2pm, Monday to Friday.

STATE-OF-THE-ART WARD FOR DEMENTIA PATIENTS OPENS ITS DOORS

People with dementia are now receiving expert care in specially designed state-of-the-art surroundings as a new inpatient ward opened in May.

The 13-bedded Beach Ward offers care to patients with acute dementia needs, as well as assessment and treatment planning, and replaces beds previously provided on the out of date Bickling Ward, on the same Julian Hospital site, in Norwich.

The charge has been arranged to bring all of NSFT’s central Norfolk beds for dementia patients into the purpose-built £13.3m Hammerton Court unit at the Julian, which opened in 2012 and was specially designed to include a wide range of dementia-friendly features.

These include sensory and visual prompts, homelike furnishings and reminiscence rooms with music, photo albums and archive TV footage, providing a more modern environment for patients, relatives and staff.

Chas Lockwood, service manager with NSFT, said: "Although hundreds of patients have received high quality care on Bickling Ward over the years, the design of the ward has limited the steps we have been able to take to make it truly dementia-friendly."

"Beach Ward provides the perfect solution. Light and airy, the building has high ceilings, wide corridors and plenty of outside space, as well as a range of dementia-friendly features, such as reminiscence areas and visual prompts.

"Not only will this further improve the experience which patients and their families have when receiving care, but will also provide our staff with a pristine environment in which to work."

Following a stay on Beach Ward, some patients may need to transfer to Hammerton Court’s other wards – Reed or Rose – for specialist continuing care. As part of the project, an extra bed is being added to each of these wards to allow them to cater for up to 13 patients at a time.

Michael Scott, Chief Executive, gave his personal thanks to staff on the old Bickling Ward for the expert care they had provided to patients over the years and for fully supporting them through the move into the new premises.

“We’re delighted you will be able to offer the very best care to our patients in the very best surroundings from now on. We hear all the time how highly patients and carers regard the care you offer. Keep up the fantastic work,” he said.

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14 Norfolk and Suffolk NHS FT (NSFT)
Every person in Norfolk who is diagnosed with dementia is now being offered information and advice on the support available to them as part of a new project to help patients and their carers cope with the life-changing impact of the illness.

From May, everyone receiving a diagnosis is being given a special information pack which aims to address some of their fears and anxieties as well as providing answers to the most commonly asked questions. They have been jointly produced by the NHS working with the Carers Agency Partnership, Alzheimer’s Society, Age UK Norfolk, Norfolk Library and Information Service and Healthwatch Norfolk, and were collated by volunteers from the Alzheimer’s Society.

The packs will be issued by NSFT’s Complex in Later Life Team, Relative – Dementia and Treatment Unit.

“With the right support, it is possible to live well with dementia.”

Susan Brand, dementia support manager for the Alzheimer’s Society in Norfolk, said: “At difficult times, we all want to know there is someone there to help us. Receiving a diagnosis of dementia is certainly one of those times but unfortunately the reality for a lot of people has been that they’re not known where to turn.

“These new packs will change this picture and open the door to the huge amounts of support and information that is available to people with dementia and carers across Norfolk.

“With the right support, it is possible to live well with dementia. Through initiatives like this and the ongoing push by organisations to make Norfolk more dementia friendly, we can ensure that life doesn’t end when dementia begins.”

“The Road Less Rocky’ event was held during Dementia Awareness Week 17 - 23 May by Staff Governor Howard Tidman, who works for the trust’s crisis team, working in partnership with Norfolk Carers Support and the Carers Trust. It featured talks from health professionals, carers and service users, who used their experiences to offer advice and insight about the areas which research has shown carers find most difficult.

“With the right support, it is possible to live well with dementia. Through initiatives like this and the ongoing push by organisations to make Norfolk more dementia friendly, we can ensure that life doesn’t end when dementia begins.”

“Informal and welcoming, it gave people the chance to get together and chat so that they could learn from each other’s experiences,” said Howard. “Thank you for all the time and effort you have put into making me feel welcome! I’ve had a fantastic time.”

“Thank you so much for your help and support during my placement. You really are a lovely team and I very much enjoyed my time on the ward and will miss it. I hope that our paths may cross again one day in my training or beyond.”

“I would like to pass on our sincere thanks for the love, care and attention we all received during mum’s stay as an inpatient... I know mum thinks of you as friends and with such fondness.”

“Thank you for all the support you have put into making mum feel welcome! I’ve had a fantastic time.”

“I would like to pass on our sincere thanks for the love, care and attention we all received during mum’s stay as an inpatient.”

“The Road Less Rocky featured talks from experts tackling the stages of dementia which research has shown we carers find most difficult,” said Howard. “With the right support, it is possible to live well with dementia.”

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“I would like to pass on our sincere thanks for the love, care and attention we all received during mum’s stay as an inpatient... I know mum thinks of you as friends and with such fondness.”
Abbie Alden began her Student Pharmacy Technician role with NSFT earlier this year. She was offered the job after impressing her managers with her dedication and commitment while working as an Apprentice Pharmacy Assistant at Hellesdon Hospital, in Norwich.

The 19-year-old, who lives in Lessingham, in Norfolk, joined NSFT last year after deciding against applying for a university place for fear of building up too much debt. Since then, she has earned a Level 2 Certificate in Pharmacy Service Skills (NVQ) all while earning a wage.

During her apprenticeship, Abbie took responsibility for putting together medication for inpatients while studying for her qualifications via distance learning. She enjoyed the job so much that she jumped at the chance to apply when the opportunity of a two-year fixed term position arose.

"The apprenticeship gave me the chance to learn on the job while getting paid at the same time," said Abbie. "I've found it really interesting learning about the different drugs used to care for people, and have had some fantastic support from the team working in the pharmacy.

"I'd encourage anyone considering an apprenticeship to go for it – it's a great way to learn on the job, get a qualification and earn a wage at the same time."

Valerie Dixon, Senior Pharmacy Technician, said: "Abbie has been an excellent addition to our team and has made a real difference in the pharmacy. She has a fantastic attitude and is always willing to learn.

"We are delighted that we have been able to keep her in the team."

"IT WAS A RISK WORTH TAKING," SAYS DARREN
An administration assistant who gained vital work experience and a helping hand onto the career ladder after signing up for an apprenticeship has encouraged others to follow his lead, saying: "I wish I'd done it earlier."

Darren Howman joined NSFT in December 2013, and spent around six months working as a business administration apprentice before using the experience he had gained to help him successfully apply for a permanent job.

Now a Patient Safety and Complaints Administration Assistant, the 28-year-old has praised the help and support he

(Continues on next page >>)
For more information about apprenticeship opportunities with our trust, contact Jane Stringer, Support Workforce Careers Facilitator, on 01603 421564, log on to our website at: www.nsft.nhs.uk/work-for-us or follow us on Twitter @NSFTJobs

In your words...

“It was a really interesting experience. Leadership is naturally something I am very interested in. I found the workshops inspiring, and the idea of being able to initiate change, and develop skills that are naturally something I am very interested in. I found the workshops inspiring, and the idea of being able to initiate change, and develop skills that are naturally something I am very interested in. I found the workshops inspiring, and the idea of being able to initiate change, and develop skills that are naturally something I am very interested in. I found the workshops inspiring, and the idea of being able to initiate change, and develop skills that are naturally something I am very interested in. I found the workshops inspiri

Available at www.nsft.nhs.uk/work-for-us the site includes:

- Links to NSFT’s latest vacancies and full NHS jobs listings
- Videos on working for the NHS and the variety of jobs on offer
- A link to our @NSFTJobs Twitter feed
- Details of upcoming recruitment fairs and events
- Highlights of our innovative Apprentice Academy
- Information on apprenticeships, work experience and temporary positions

In the future there will be more detailed career profiles, additional video content and a more detailed recruitment calendar.

WORK FOR US

People looking for a rewarding career in the NHS and within mental health can keep in touch and find out more about the opportunities available and what it’s like to work for NSFT after a new microsite and Twitter feed were launched.

The new approach to recruitment has seen an exciting range of career choices across Norfolk and Suffolk advertised to a wider range of people via the @NSFTJobs Twitter account and the microsite, which was launched in the spring.

>> Continues from previous page received from colleagues during his apprenticeship, and urged others looking for a fulfilling career to consider taking the same route into the NHS.

“For me, the apprenticeship was an opportunity to join a really well-established employer which I had heard a lot of good things about,” said Darren, who lives in Norwich. “I decided I would rather start at the bottom and work my way up in an organisation where I would be happy and would have a good chance of career progression.

“I really enjoyed the apprenticeship. I had a really great and supportive team around me and was delighted when my application for a permanent role was successful.

“I would encourage anyone else thinking about an apprenticeship to go for it. For me, it was a risk as I was a little older, but I decided it was a risk worth taking and haven’t looked back since. It got me back on the career ladder – if I could go back and do an apprenticeship straight after leaving school, I would.”
Helping others on their recovery journey

People with lived experience of mental ill health are playing a vital role in helping inspire, motivate and encourage others on their recovery journey as part of an innovative project designed to offer service users a different perspective on their care.

The peer support workers (PSWs) are working alongside NSFT’s clinical teams to support, guide and help others going through treatment. They have all been recruited because of their own experiences of mental ill health so that they can share their knowledge and experience with others.

Currently, 15 PSWs are in post across Norfolk and Suffolk, working in areas such as assessment and adult community teams as well as integrated delivery teams. Their numbers are set to more than double by the end of the year by when an expected further 36 PSWs are recruited in Norfolk and Suffolk.

Justine Brown, PSW Coordinator with Norfolk and Suffolk. (Photo: Justine Brown and Brigitte Platt)

As well as enormous benefits to those going through treatment, the role also plays a key part in the PSW’s own recovery

“They are recruited as a direct result of their own lived experience, which they then use to inspire and role model others. All talk about their recovery in a very positive way and are happy to explain to others what they have learnt on that journey.

“They can tell our service users ‘I know what you’re going through’ while showing them it is possible to live well during their recovery.

“It doesn’t mean you need to be symptom-free, but is about managing and reaching your individual goals.

“It gives those who may have found getting a job difficult the opportunity to get into meaningful employment, which we know helps to keep people well, while also giving them the chance to give something back and use their experience in a positive way.”

The next cohort of 23 PSWs will work for the new Wellbeing service in Norfolk and Waveney, which is being provided by NSFT in partnership with Mind and Relate. They will be responsible for facilitating some group sessions, holding one-to-ones and helping people to navigate around services. (Read more about the new service on pages 8 & 9).

“It’s really nice to feel that people are listening and I’m able to make a difference to their lives”

Brigitte Platt hasn’t looked back since becoming a PSW. Determined to put her own experiences to good use, she now manages her own case load and offers valuable help, advice and emotional support to others facing mental ill health.

Brigitte completed her training last year after receiving care for recurring depression. She now works across south Norfolk providing one-to-one support, helping people to set and achieve personal goals as they continue along their journey to recovery.

“I use my lived experience to help them deal with the day-to-day. I tell them about the things which I found helped and I am often asked lots of questions about how I felt and how I managed, which I think can be quite powerful. It’s really nice to feel that people are listening and I’m able to make a difference to their lives.

“I think it’s inspiring for our clients to see someone who has been through a similar situation get better and get back into the workplace – it’s really important as it gives them hope that they can do the same.”

Former fitness instructor Jacqui Fairley has looked forward to going to work every single day since she became a PSW. Not only is she using her own experiences to help others, but also feels the job is providing her with additional valuable tools to help her maintain her own wellness.

Based in Bury St Edmunds Jacqui manages a caseload within the community, visiting service users in their own homes or meeting them at cafes or in town, depending on their needs.

“I support a really wide mix of adults with a variety of different conditions who are all at different stages of their recovery journey,” said Jacqui, who has received treatment for bipolar disorder. “I absolutely love it and find it so rewarding.

“I cannot put the reaction I’ve had from the service users into words. When you tell them you’ve been there and you know where they are coming from, you see a glimmer of hope in their eyes. It’s remarkable.

“I look forward to going to work because I can concentrate on other people, share with them and learn from them. It is a reciprocal journey – I give to the client and they give inspiration back to me.”

Becoming a Peer Support Worker

NSFT holds training sessions for people interested in becoming a PSW. Anyone interested in signing up must:

• Have personal experience of living with a mental health condition, or care for a person with mental health difficulties
• Be able to use your own experiences positively to support others on their recovery journey
• Have the ability to motivate and encourage others
• Have recent evidence of acquiring new skills through training or education, or be able to demonstrate the ability and aptitude to undertake the training

For more information or for details of future opportunities, contact Justine Brown, peer support worker coordinator, on 0787 6476754 or visit: www.nsf.nhs.uk/Get-involved/Pages/Peer-Support-Workers.aspx

Norfolk and Suffolk NHS FT (NSFT)
Army veteran with PTSD plans to work with NSFT mental health professionals

An army veteran who has pieced his life back together after developing post-traumatic stress disorder (PTSD) is working with mental health professionals to reach out to others suffering from the condition.

Luke Woodley, 41, of Lowestoft, joined the Coldstream Guards in 1990 and served as a Guardsman in Northern Ireland and Bosnia. He developed PTSD after completing a six-month tour of war-torn Bosnia with NATO peacekeepers in 1993. He said: “Bosnia affected me the most. The things I saw dogged me from that time onwards. It started from that time onwards. It started with sleepless nights then became panic attacks. I went to see the Medical Officer and was diagnosed with PTSD.”

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Norfolk and Suffolk NHS FT (NSFT) is working with mental health professionals to reach out to others suffering from the condition. An army veteran who has pieced his life back together after developing post-traumatic stress disorder (PTSD) is working with mental health professionals to reach out to others suffering from the condition.

Luke had signed up for 22 years and thought the regiment would provide a career for life, but his diagnosis brought that career to an abrupt end in 1997.

“I was very down and didn’t get how anyone was going to understand. Then I met Roger and he wasn’t afraid to think outside the box and we came up with a plan designed to help me.”

Luke’s PTSD developed further after leaving the forces. Despite receiving anti-depressants from GPs, he struggled with the condition and felt unable to find any effective help.

He suffered panic attacks, sleeplessness, anger problems, heavy alcohol use, hypervigilance and flashbacks. His marriage broke down, while the smell of diesel, crowded public places and the sounds of fireworks would all trigger episodes.

In 2003 he got in touch with Combat Stress, but didn’t feel he really began to make sustained progress until 2005 when he met Dr Roger Kingerlee, a clinical psychologist with Norfolk and Suffolk NHS Foundation Trust.

Luke explained: “I was very disillusioned. I felt that some of the help on offer was really just tea and sympathy and that wasn’t any use to me. I was very down and didn’t get how anyone was going to understand. Then I met Roger and he wasn’t afraid to think outside the box and we came up with a plan designed to help me.”

Dr Kingerlee encouraged Luke to try cognitive behavioural therapy and to start exploring ways of confronting or dealing with triggers. His recovery also saw him open his horizons and explore other approaches to mental health and he started going to the Buddhist Centre, in Aylesborough, and arranging drop-in sessions for veterans at the town’s Royal British Legion.

“Life is a lot easier when you approach it with a positive attitude, which I can do now that I have the skills and techniques… Thank you for giving me the life I wanted for a long time…” Service user

For Luke, the next step is to work with Dr Kingerlee to provide help for veterans who are making the adjustment back into civilian life.

The duo are now working together to develop a veterans’ stabilisation programme, which will help both servicemen and women and their families adjust to civilian life. Luke is also hoping to become a peer support worker with NSFT.

Dr Kingerlee said: “Luke has a lot to offer. He’s been through it and has made his own recovery journey and he gets how ex-forces people think. He speaks their language and that’s a huge asset to us.”

NSFT works with range of charities that help veterans. For more information, visit: http://www.nsft.nhs.uk/veterans

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“Life is a lot easier when you approach it with a positive attitude, which I can do now that I have the skills and techniques… Thank you for giving me the life I wanted for a long time…” Service user

“I would like to thank you all for the dedicated care and support you have given (my daughter) and myself… it was such a relief to know that you really cared about my daughter’s suffering and that you were there to listen and support me during the most difficult stages of my life...”

Client – Home Treatment Team, Westwood House, Bury St Edmunds

“I would like to say a big thank you for your support over the best part of 16 years… I always believe the same, under extreme pressure…”

Service user – Senior Occupational Therapist, Central Integrated Delivery Team, Community Mental Health, Suffolk
Country’s first nursing academy expands into Suffolk

A first-of-its-kind nursing academy, providing newly-qualified staff with additional training and support as they make the transition from university to work, is now supporting more people than ever.

NSFT launched the Norfolk academy last November, with the initiative receiving excellent feedback from the 18 staff it supports. And in June the academy welcomed its very first Suffolk students.

The academy was designed to counteract the fact that a large proportion of nurses across the UK leave the nursing profession within just two years of qualifying. It tackles this by providing a valuable support system for newly qualified nurses during their first year in post as they make the transition into the workplace.

It also gives the nurses the chance to get together every fortnight to complete their mandatory training, along with additional specialist training and masterclasses, in turn ensuring they are able to deliver high quality care to patients.

At a special event launching the Suffolk contingent Trudii Isherwood, training manager, workforce and organisational development, said: “The academy ensures that our newly qualified staff have a professional identity, feel valued and are given opportunities for development, which will make them change agents and effective leaders.

“Feedback from the Norfolk academy has been excellent, with staff appreciating the supportive atmosphere and the opportunity to stay with the group they trained with at university. They have also told us they feel engaged and have a real sense of their NSFT and professional identity, which is great news.

“We are delighted to have now launched the academy in Suffolk so that even more of our newly qualified colleagues can benefit from structured further development during their first year in post.”

“I DEFINITELY FEEL THE ACADEMY HAS BEEN BENEFICIAL FOR ME AND THINK IT WILL BE AN ASSET TO MY COLLEAGUES IN SUFFOLK”

Among the first cohort of nurses to take part in the initiative is Bev Couzens, who works a specialist dementia assessment ward. The 33-year-old said she had found the academy incredibly useful, both in terms of the support it offered and the convenience it provided by arranging all of her mandatory training on her behalf.

“I think the academy is really good,” said Bev, who started work in September 2014 after completing her training at the University of East Anglia. “It has made the transition from training into the workplace easier, especially as the ward is so busy. To have the support from the academy and from my peers who are going through similar things is really helpful.

“I know a lot of the people who are in the academy from university, so already have a good relationship with them. The academy also gives me the time and space to reflect, put things into perspective and find out about other people’s experiences, which is really useful.

“I definitely feel the academy has been beneficial for me and think it will be an asset to my colleagues in Suffolk.”

For more information log on to: www.nsft.nhs.uk/nursingacademy

Norfolk and Suffolk NHS FT (NSFT)
Best practice under the spotlight

Mental health nurses from across Norfolk and Suffolk took the opportunity to further their knowledge on a wide range of subjects at a special conference organised to mark International Nurses Day.

NSFT’s fourth annual nursing conference took place in May, and brought together staff working at all levels and across all services and localities.

The theme of the day was “Professional Standards and Practice.” It featured keynote speeches from high profile figures, including Margaret Berry, NHS England’s Director of Nursing and Quality for East Anglia; Adrian Ing, senior officer with the Royal College of Nursing; and Ben Whur, engagement lead with the Nursing and Midwifery Council.

During the afternoon, nurses were given the chance to take part in workshop sessions looking at subjects such as nursing and the law, revalidation and equality and diversity.

The topics were chosen based on feedback and requests from the nurses and include subjects they have said would prove of use and interest.

Michele Allott, NSFT’s Deputy Director of Nursing and Patient Safety, said: “We were delighted that so many of our nurses came along to the conference. We hope it provided everyone with a valuable opportunity to further boost their knowledge and find out more about the latest developments in nursing.

“The conference was organised to coincide with International Nurses Day to celebrate the contribution which nurses make while providing a valuable forum for learning and development based on local, regional and national best practice.”

Mental health support staff to complete new care certificate

Recruits joining NSFT are signing up to a new initiative which aims to improve staff training and drive better standards of care across the NHS.

NSFT is among the first trusts in the country to roll-out the new Care Certificate scheme after taking part in a national pilot last year, which helped to shape the way the certificate has been put together.

The certificate was introduced at NSFT for all new clinical support staff in April and it is being used to induct and train all new support workers to ensure they meet 15 quality standards before they are able to work on their own with service users.

It takes around 12 weeks to gain the certificate, which has been introduced by Health Education England following an independent review of the recruitment and training offered to healthcare assistants across health and social care.

Kim Boggan, Support Workforce Development Coordinator with NSFT, said: “The Care Certificate is an important initiative which will ensure staff who are new to health and social care meet the highest standards.

“It will also ensure they have the right skills and knowledge to carry out their role to the best of their ability, in turn benefiting both them as individuals and the service users they are working with.”
NSFT has launched a new campaign, called ‘Putting People First’, which gives service users, families, carers and staff the chance to feedback their views about what matters most to them and where further improvements could be made.

Their comments will then be used to develop shared values and standards which will make a positive difference to everyone who is either receiving care or working within our services.

Staff have already started to tell us what matters to them during ‘In Our Shoes’ listening events in May and June and via an online survey.

Service users, carers and families will be able to do the same by attending ‘In Your Shoes’ sessions running during June and July, and via their own online survey.

“These shared values will help us recognise good practice”

These events, which will take place across both counties, will give people the chance to talk openly and honestly about their experience of the care they have received and any changes which could be made to improve their experience. Around 10 service users and 10 staff will attend each workshop.

Michael Scott, NSFT Chief Executive, said: “We want to make sure both our staff and our service users have consistently excellent experiences of working for our trust or accessing the care we provide.

“This is part of a culture change within our trust, to improve the experience of staff and service users every day, increasing staff morale and therefore improving the quality of our services.

“Through ‘Putting People First’ we want to fully involve as many people as possible to make changes which will have a positive impact, both in our workplaces and to the lives of the people who use our services.

“We would encourage anyone who would like to be involved to come along to one of our special listening sessions, make their voices heard and help shape the values and behaviours which will underpin our organisation now and in the future.”

For more information or to book a place on an ‘In Your Shoes’ session, please visit: www.nsft.nhs.uk/putting-people-first

Alternatively, contact our Education and Development Department on 01603 421541, or email: inyourshoes@nsft.nhs.uk

If you would like to share your experiences but are unable to attend a listening event, you can still get involved by completing our online survey at: www.surveymonkey.com/r/NSFTserviceusers

However, if you do not have access to a computer and would like a hardcopy survey, please contact our Education and Development Department above.
Answering the tough questions

NSFT understands that people need to know the answers to their questions and the issues that concern them. To ensure the trust fully answers people’s concerns, Insight will cover some of the recent stories hitting the headlines, and the directors will take up the challenge.

“CQC report says standards must improve”

Trust goes into special measures

I am really pleased to have this opportunity to talk directly to you about our trust and some of the challenges we have faced over the past year or so.

“I came to this trust in May last year as part of the drive to put things right. So I suppose, in some ways, this is a year’s reflection for me as Chief Executive, of being part of a trust going through turbulent times.

“Some of these issues have been of our own making, and some of them have been due to outside influences that we see all mental health services struggling with – steadily increasing demands upon services, with less money to provide them. But firstly, I want to say that in my year here I have come to respect our staff and have the highest regard for the people who work for it. Every day, I see our staff do their very best for our patients, in the best way possible.

“I also see their passion and commitment to helping and supporting their loved ones through their difficult times.

“This magazine is full of inspirational stories about their hard work, and full of reflections from people about how they received the help they needed and the difference it made to them.

“EVERY DAY, I SEE OUR STAFF DO THEIR VERY BEST FOR OUR PATIENTS, IN THE BEST WAY POSSIBLE”

That is the driving force I, and my Board colleagues use to keep focused. It’s what inspires and assures us that this is a time of improvement for NSFT, with a clear focus on quality and on improving the working lives of our staff.

“And continue to improve we must.

“The high quality standards that we aspire to achieve have not always been met. We have seen a negative inspection report from the Care Quality Commission (CQC), which rated us overall as ‘inadequate’. The report highlighted the need to improve staff morale, staffing levels, bed availability, staff training and visible leadership across our trust.

“Much work has already been delivered to address these issues, which you will read about in these pages and much more will be put in place in the months to come.

“As a result of the CQC report we were placed in ‘special measures’ by our regulators, Monitor, in February, and at the end of March we declared a financial deficit for the first time.

“Being in special measures is never easy as it brings a whole level of scrutiny that is demanding in itself, but we are using it as a means to gain support and learn from our Improvement Director, Alan Yates and our ‘buddy trust’ – Nottinghamshire Healthcare NHS Foundation trust – seeing how they have dealt with similar pressures.

“But the most important issues that have arisen over these past months have been those which have directly affected the personal wellbeing of our service users and carers.

“When I hear of cases where our care has not been as good as it should have been, the only thing I take heart in is knowing that we are now a trust ready to learn from its mistakes. Small consolation, I know, to people who have not received the care they deserved.

“TO MEET THE CHALLENGES”

Overall, we saw that staff were kind, caring and responsive to people and were skilled in the delivery of care.

“We have reached our turning point. We know our priorities, we understand where we got it wrong, and we are putting it right.

“Firstly, our stance towards funding has become very clear. Mental health services remain the ‘Cinderella’ of the NHS and the current funding system disadvantages us and doesn’t support our drive to improve quality.

“We are therefore promoting the case for changing this system and getting more money into our trust and mental health services.

“And we mustn’t forget, the CQC also stated in its report: “CQC report says standards must improve”

Trust goes into special measures

Ask Michael

If you would like to ask Michael a question directly you can do so via: E-Mail Michael@nsft.nhs.uk and he will get back to you as soon as possible.

You can also keep up to date with our news and views via the trust’s news pages at: www.nsft.nhs.uk/news, follow us on Twitter @NSFTtweets, or on Facebook at: www.facebook.com/NSFTrust
In June NSFT declared that its finances were in the red with a shortfall in funds of £8.4 million by the end of the 2015-16 financial year. We asked Andrew Hopkins, Director of Finance and Performance, how the situation arose and how the trust will balance its books while patient numbers are on the increase.

“Mental health trust declares £9.4 million deficit”

It’s no secret that nationally mental health services have been underfunded for some time and we are seeing NHS trusts around the country facing deficits for the first time, including our own.

“The impact of this has been felt very keenly by our staff as they continue to see an increase in their workload, but not an expansion in resources. And that, we know, is likely to have an impact on service users.

“The previous government promised extra money specifically for mental health services, but that money has not only saved money but, more importantly, will improve patient care.

“We have now made a £2.6m investment aimed at recruiting more staff onto our wards and just under £1m is being invested into our community services.

“We have also made significant inroads into reducing the number of vacancies elsewhere in the trust, recruiting to 243 clinical posts since last May, including recruiting six additional doctors, while also reducing our staff turnover rate, month on month. We have also reopened Thurne Ward, in Norwich to alleviate bed pressures.

“But we would be naïve not to recognise that 2015-16 will be equally difficult for our trust and for others.

“We are all seeing a steady increase in patient numbers and pressures, such as annual Cost Improvements Plan (CIP) savings that we have to make year-on-year. Any shortfall in a CIP in one year carries over to the next, and that will be the case for our trust too.

“We have a clear plan to make savings, but the focus is not only on balancing the books – for us it is on balancing cost savings against maintaining safe and high quality services, and on that we will not compromise.”

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“Two major factors led us to our current financial position: a large increase in spend on temporary staffing, and placing large numbers of patients in out of area (OOA) acute beds.

“OOA represented an overspend of £3.3m in 2014-15 alone, so you can see, we would not have been very far off balancing the books last year if we had been better able to keep people at home and out of a bed.

“Last year, the trust also had an agency and temporary staffing bill of £24.9 million - our single biggest financial pressure in the year. A large part of this was due to prioritising spending to ensure we had safe staffing levels, and because we struggled to recruit permanent staff, in line with many NHS trusts in the county.”

“So, it’s no surprise that our two financial priorities will be to reduce these two cost pressures which will not only save money but, more importantly, will improve patient care.

“Finding beds for acute mental health patients in central Norfolk has been a challenge over recent months and has resulted in a number of patients being placed in beds outside of the county. We asked Debbie White, Director of Operations (Norfolk and Waveney) what we are doing to avoid this.

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“We are working hard to put this situation right, and it is a priority to bring down and keep the number of people in their own homes and communities, which in many cases is more effective than ward-based care.

“However, patients will always be offered an inpatient bed if that is what they need, and if all of our local beds are full then we will do everything to keep our patients safe and get them a bed as close to Norfolk and Suffolk as possible.

“We do understand the distress being away from home can cause to service users and their families, particularly at a time when they are at their most vulnerable. We are not complacent and we continue to look at ways to avoid, wherever possible, any out of area placements.”

“Patients sent miles from home due to lack of mental health beds”

“Last year in particular, we were facing a serious issue with the number of acute patients from central Norfolk having to be placed in beds outside of our counties. This largely didn’t affect patients in the Great Yarmouth and Waveney or west Norfolk areas, and it didn’t affect our Suffolk patients.

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“Patients sent miles from home due to lack of mental health beds”

“This is largely due to the reopening of Thurne Ward, at Hellesdon Hospital, in Norwich, a new specialist assessment ward which can provide care for up to 12 patients at any given time. We are also, where appropriate, providing care for people in their own homes and communities, which in many cases is more effective than ward-based care.

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“Patients sent miles from home due to lack of mental health beds”
“Not enough support for patients in acute hospitals”

Norfolk and Suffolk NHS FT (NSFT)

“Not enough support for patients in acute hospitals”

General hospitals have been accused of not providing specialist healthcare to patients during a mental health crisis, perhaps following a suicide attempt or having self-harmed. We asked Jane Sayer, Director of Nursing, Quality and Patient Safety, what our trust and acute hospitals have been doing to help.

“Since 2011, the NHS in Norfolk and Suffolk has made significant investment into improving mental health support within what we call ‘acute hospitals’ such as Ipswich Hospital, the West Suffolk Hospital, the Norfolk and Norwich University Hospitals, and the Queen Elizabeth Hospital.

“Our trust now has acute psychiatric liaison services based within each of these hospitals, so that patients in need can be seen and assessed as quickly as possible, and receive the specialist care they need.

“This ultimately means that they can either safely return home sooner with appropriate community mental health support in place, or that they can be admitted into a mental health bed. This was highlighted as good practice by the Care Quality Commission (CQC) in its recent report about our trust.

“As well as the benefits to patients, with specialist liaison teams in place we also free up other services, which had been responding to out-of-hours calls from the acute hospitals.”

The results of the Care Quality Commission (CQC) report and the NHS Staff Survey 2014 revealed that ‘trust staff feel undervalued’, and ‘have not been receiving adequate support’.

We asked Leigh Howlett, Director of Strategy and Resources, just how important it really is to improve staff morale and what is the trust doing about it.

“This is a very difficult time for anyone working in the NHS, where we see increasing demand upon services and upon the energy and goodwill of staff. But it is also recognised that we have our own issues within the trust, that we have made mistakes, and that we have to change things for the better.

“It is vital for us to undergo a fundamental culture change to embed trust and openness at every level of the organisation, while ensuring we provide our staff with the support they need so they can provide even better outcomes for our service users.

“We have recruited 243 whole time equivalent clinical staff over the past 12 months, for example, and introduced a Healthy Worker Programme and training to help managers recognise and support staff during times of pressure.

“As a result, we now have one of the lowest rates for staff sickness absence among mental health trusts nationally – under 5% – which is the lowest it has been in three years.

“Perhaps most significantly we are inviting our staff and service users to help us create our trust’s values and behaviour framework, as part of our Putting People First initiative.”

“Trust staff morale at an all-time low”

“Hundreds of Norfolk mental health patients ‘unallocated’”

Medical Director Bohdan Solomka was asked to answer some of the common misconceptions about ‘unallocated cases’, such as ‘people being left without care’ or ‘not getting access to services they need’. He explains what being an ‘unallocated patient’ means and the care they can expect.

“Unallocated cases are really better described as ‘patients on a waiting list’ to be allocated a Care Coordinator or a Lead Care Professional, depending upon the complexity of their mental health needs.

“WE ARE RECRUITING 20 COMMUNITY MENTAL HEALTH STAFF AND EIGHT MIND SUPPORT WORKERS”

“To help reduce the number of unallocated cases and provide additional support for patients, we are also recruiting an extra 20 community mental health staff and eight Mind support workers.”

Patients are assessed within:

- 4 hours for routine referrals
- 72 hours for patients with urgent needs
- 28 days for patients with emergency referrals

Care Coordinators and Lead Care Professionals work collaboratively with the patient in the longer term to manage their care plan and help the patient in their recovery.

“Hundreds of Norfolk mental health patients ‘unallocated’”

“WE ARE RECRUITING 20 COMMUNITY MENTAL HEALTH STAFF AND EIGHT MIND SUPPORT WORKERS”

“Every patient referred to us will receive an initial assessment and will have immediate access to a wide range of mental health services and mental health professionals, depending upon their needs.”
Lady Philippa Dannatt, who lives in Keswick near Norwich, spent the past 12 months working closely with the trust to help break down the stigma of mental illness. During her tenure, she travelled to sites across Norfolk, meeting staff working at all levels, as well as service users and their families and carers.

Before stepping down at the end of March, she hosted a special evening at Norwich’s Hammerton Court – the trust’s state-of-the-art dementia care unit – to reflect on the past year and look at the changing approaches to mental health down the decades.

She spoke in glowing terms about the care and dedication she had witnessed from staff working for our trust, and highlighted several areas for celebration.

“I am passionate about ensuring that everyone who needs help can access mental health support which is outstanding rather than merely adequate, and have been bowled over by the things I discovered during my year working with the trust,” said Lady Dannatt.

“We have been very grateful to Lady Dannatt, who has passionately championed mental health issues during her year as High Sheriff of Norfolk.”

“The men and women I have come across working in our mental health hospitals, units, communities and prisons have, almost without exception, been quite extraordinary in their passion for their work. They have hopes for their patients and pride in those same patients’ achievements and, most of all, they really are making a difference to scores of people’s lives each and every day.”

Lady Dannatt is married to General The Lord Dannatt, former Chief of the General Staff, and was the third member of her family to fulfil the historic role of High Sheriff, following in the footsteps of her father and grandfather. The role dates back to Saxon times when the sheriffs collected money on behalf of the monarch.

Trust Chair, Gary Page, said: “We have been very grateful to Lady Dannatt, who has passionately championed mental health issues during her year as High Sheriff of Norfolk.

“We fully intend to build on that work in the future so that we can keep the needs of our service users and their families and carers firmly in the public’s consciousness to help us drive through further improvements in the care we are able to offer.”
Developing skills and self-confidence to last them a lifetime

Young people in Great Yarmouth and Waveney have been giving up their time and effort to give something back to their community by refurbishing a valuable local facility. And in return they have enjoyed the benefits of growing their own skills and confidence through the project.

The team, made up of 14 to 25-year-olds, have been working alongside youth mental health workers from NSFT and local charities to give a facelift to the Boston Lodge Community Centre, which is managed by the Ormiston Families charity and used by a wide range of groups and clubs. The initiative aims to promote teamwork while boosting confidence and social skills, making a real difference to young people in the area.

“The Boston Lodge project is a therapeutic intervention, to increase confidence, social skills, routine and structure, time keeping and team work,” said Catherine Kilbey, an occupational therapist with NSFT who has driven the project, alongside colleague Claire Moran.

“Each young person sets goals for what they would like to gain from the project and these are reviewed regularly. The make-over of the building is a means of trying to achieve these goals.

“Teamwork is a fundamental skill and it can really help a person grow in confidence. This will then encourage independence in decision-making, a great skill in life to have – in school, college or work.

“By being involved in the Boston Lodge project, we hope that many of the young people will gain skills in confidence, socialising, planning, budgeting, working as a team and making decisions together as well as the practical aspects of the project – painting, DIY, making mosaics and much more.”

Sharon Tejada-Jimenez, service manager at Boston Lodge for Ormiston Families, said: “The young people and staff who have worked on this project have worked tremendously hard and have worked extremely well as a team.

“It’s been great to see the progress each young person has made through learning new skills and growing in self-confidence.

“We’ve had a very positive reaction from everyone who uses Boston Lodge when they see what the young people involved in the project have achieved.”

Catherine and some of the team are also blogging about developments in the project. To read their blog, visit: www.whatsthedealwith.co.uk/blog/boston-lodge-blank-canvas

NEW INITIATIVE TO BOOST SPORT AND HEALTHY LIVING

People living with autism, ADHD and other mental health issues are able to enjoy better access to sports and healthy living activities thanks to a new partnership between NSFT and two social enterprises.

The ‘My Mate Sportivate’ project, has seen our trust join forces with Places for People Leisure and Autism and ADHD to run a six-week targeted diet and exercise programme for 16 to 25-year-olds. By giving them the chance to experience a variety of sporting activities, such as football, basketball, cycling, badminton and squash, the project aims to improve self-esteem and sleep patterns so that young people can better manage their condition.

The initiative, held at Brackenbury Sports Centre from June 17 to July 22, has been made possible following a successful bid for funding from the Suffolk Sportivate scheme.

Lindsay Mclusky, a Senior Occupational Therapist with the Suffolk Neuro-Developmental Team, for NSFT, said: “Healthy eating and the benefits of exercise are well-known as being not only good for our physical health but for improving our mental health and wellbeing.

“Projects such as this are part of a much more modern approach to helping young people deal with the issues they face.”

To book or find out more log on to: www.AutismAndADHD.org/Sportivate
Young bloggers share mental health experiences at Westminster

Two young people who have written hard-hitting blogs charting their experiences of coping with mental health issues shared their stories at the highest level after visiting Westminster to help shape future services.

Katie Davis and Susanna Frost met Secretary of State for Education Nicky Morgan and Minister Sam Gyimah at the Department for Education earlier this year. They received the invitation after writing blogs charting their own experiences for NSFT’s dedicated website for children and young people, called ‘What’s the Deal With…’

During the visit, they discussed their own experiences and explored ways to de-stigmatise mental health in schools while finding ways to better support children and young people.

“I was in shock after I found out we’d been invited to Westminster, but really excited at the same time,” said Katie, who is also a member of NSFT’s Norfolk Youth Council.

“Continues on next page >>

Fundraising bid for “life-changing” experience

A group of young people who have been invited to share their experiences of mental ill health by presenting at an international conference have launched an ambitious fundraising bid to pay for the trip.

The 16-strong group from the two NSFT youth councils are aiming to raise £36,000 to pay for a “life-changing” trip to Canada to take part in the International Association for Youth Mental Health (IAYMH) conference in October. It comes after the group - all aged between 16 and 25 - attended the previous IAYMH conference in Brighton in 2013 and were inspired by what they saw and heard.

If the group raise the money, they will work with local artists to create puppet versions of themselves which they will use to make a video explaining their experiences of mental ill health. The video will then be shown to delegates from across the globe during the three-day conference in Montreal.

Emma Cockett, young people participation lead, said: “This is life-changing opportunity for these young people. They will gain a lot from the experience, including improved confidence, communication skills and team working.

Members from both Norfolk and Suffolk hope to attend the conference, and are starting to plan their summer of fundraising activities, which will include a range of events.

“The youth council is really valuable as it helps them to develop transferrable life skills which they can use at college or in employment or voluntary work. They also go onto make some close friendships through the council, which is really important as mental ill health can leave people feeling quite lonely and isolated.

“We would be extremely grateful to anyone who can help us raise the money we need and make a life-changing dream become a reality for these young people.”

Vikki Versey, 18 and a member of Suffolk’s youth council said: “It has taught me some valuable life experience. I have learnt to manage my own health and wellbeing, as well as being able to speak on behalf of other service users to improve the youth mental health services provided by NSFT.”

Anyone who would like to donate to the fundraising campaign can visit: https://mydonate.bt.com/fundraisers/NSFtyouthmentalhealth

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Becoming a Trust Blogger!

Blogging Speaks: Use your voice to reach a wider network

Just seven months after going live with the trust’s first ever youth blog, we’ve reached over 200,000 people via our online postings and supporting Twitter activity. With ‘hits’ or reads of more than 800 people on one blog alone, the Youth Services blog has opened new doors to the way we engage with young people, using our services and their families, and the wider community.

In this way, we begin to tackle some of the stigma surrounding mental health issues, raise awareness about mental health conditions, and better support young people and their families.

“IT’S BECOME A POPULAR PART OF OUR THERAPEUTIC ARMOURY AND SUPPORTS THE INCREASED FOCUS ON YOUTH VOICES”

The blog posts feature advice, and first-person stories from its guest bloggers. These include young services users, national mental health bloggers, nurses, and clinicians. It has even attracted the attention of high profile mental health bloggers and campaigners, the media and government ministers.

A further benefit has been to form even better links with local teachers, voluntary and third sector partners, who are invited to blog from their own perspectives around mental health issues, support or advice, such as coping with exam stress, and bullying.

But perhaps the most significant outcome has been the therapeutic benefits youth service staff have found the blog can offer to their young services users.

A regular blogger Kimberley Giles describes how becoming a blogger has helped her: “I’ve loved having the ability to put time aside to write something which has been therapeutic for me.

“I’ve also enjoyed reading the other blogs as it helps me to realise I’m not the only one living with a mental health condition. It allows me to put things into perspective and I’m really grateful for that opportunity.”

Assistant Psychologist, Lance Karasava explains that, for the right people with the right support in place at the right time, the blog has become another tool to help them manage their own mental health issues.

“We now offer service users the opportunity to share their story with peers on the blog. It’s become a popular part of our therapeutic armoury and supports the increased focus on youth voices in the design and delivery of the Youth Service,” he said.

Blog posts have covered a wide range of topics including stigma, loss and bereavement, self-harm, anxiety and eating disorders, as well as focusing on Youth Service projects, such as the Boston Lodge community project.

Coming up on the Youth Blog...

You can read the blog on the Youth Services website at: www.whatsthedealwith.co.uk

Over the next few months we’ll be exploring how you can face your fears and how to ask for help. We’ll also be focusing on going back to school after the long summer break and taking a look at peer pressure and how to handle it. And for those curious about what life is like on an adolescent inpatient unit, we’ll be featuring two blog posts from our unit in Suffolk.

For parents, including teenage parents, there will be a series of blogs around parenting, starting with becoming a parent and moving on to look at attachment, child development and the importance of parental wellbeing. And finally, we’ll also be looking ahead to the autumn and beyond with some useful self-help tips on maintaining your health and wellbeing over those long winter months.

GET INVOLVED

The Youth Service is always looking for more blog contributors and engaging content from a variety of perspectives such as parents, carers, siblings, young people with an interest in mental health issues, as well as other services and professionals working with young people.

If you would like to consider becoming a contributor, and would be willing to write around 500 – 800 words on any subject relating to youth mental health, please contact our team of blog editors to find out more and receive a simple guide and tips on blogging.

Contact: nsft.communications@nsft.nhs.uk tittling your email ‘Youth Service Blog’ and someone will be in touch.
Our aim is to keep asking the difficult questions to find out what could be done better...

Dr Sarah Maxwell on improving local mental health services for young people. Read more about the work of the youth teams on page 48.

NSFT leading the way in children’s mental health

NSFT is to play a key role in a powerful project designed to improve young people’s mental health by looking in detail at how support services can be better opened up to youngsters.

The year-long project will bring together clinicians, service users, the voluntary sector and commissioners to look at the way mental health services are delivered and how they could become easier for young people to engage with.

NSFT supported the successful bid for the pilot, which was led by Norfolk’s Clinical Commissioning Groups (CCGs), after Dr Jon Wilson, a consultant psychiatrist with the trust, was involved in a government taskforce looking at the way children’s services are commissioned, organised and accessed.

This next stage will see the trust build on work it has already done in setting up the country’s first service for 0-25 year-olds and in supporting the establishment of services co-designed by its Youth Council. The council - made up of young people who have used the trust’s services - will continue to look at how things could be delivered differently, more in line with the young people’s preferences.

“The youth service provided by our trust already largely meets the recommendations laid out by the taskforce, and is the only dedicated youth service in the country,” said Dr Wilson, who is based with the trust’s youth team at 80 St Stephen’s Road, Norwich.

“The report pinpoints us because we are ahead of the game and have been doing a lot of the good practice it highlights for the past four years.”

“The pilot will give us the chance to expand on this further by working with our commissioners, partners and our really engaging Youth Council to galvanise ideas and encourage meaningful participation in a way which hasn’t been done before in the NHS.

“We will also be bidding for a share of national funding so that we can use it to drive improvements where there are gaps in the system. This might, for example, see us work with the voluntary sector to offer somewhere young people can go to seek support and where we could also link in with them.

“It is fantastic that we are driving this national agenda and sharing what we already know works to really help make a difference to the mental health care of young people.”

For information about mental health issues for young people and the support which is available locally, visit: www.whatsthedelwith.co.uk
Norfolk and Suffolk NHS FT (NSFT) limited – if any – choice.

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services when they needed them.

people to access mental health

She talks about the radical work that has taken place across Norfolk and Suffolk to make the service more young-person centred, while smoothing the transition from child to adult services.

Dr Sarah Maxwell is a consultant psychiatrist who works for the

Early in my career,

I became increasingly

It could be for young people to access mental health services when they needed them. Often they had to tell their story many times to reach the right person, or were turned away or told they had to wait for too long before they could see anyone. If they got through to a service, they could only be seen at certain times or certain places with limited – if any – choice.

“The other thing that troubled me was what happened to people once they reached 18 and had to move into an adult service. They had to be referred onto a separate team with completely different staff and different ways of working. Often they did not get a service at all, or were offered something which did not fit with what they wanted or felt they needed.

“About five years ago, we started to challenge the assumption that this was just the way services are set up and there was nothing to be done about it. From this, the idea that we could rejig our local services to become more young person-centred and avoid the transition at 18 started to become a reality.”

WHERE ARE WE NOW?

“Our vision is to provide young people, aged 14 to 25, with a flexible, welcoming and innovative service which enhances their mental and social wellbeing and is delivered in partnership with them and other agencies. Our aim is to actively engage young people with complex mental health difficulties be recovery-focused and to

maximise the potential of the young person, while providing a range of interventions according to choice and need of the young person.

“To achieve this, we have completely reorganised our teams in the youth services. This has seen lots of people change how and where they work while putting in place a number of different treatment pathways to provide the right help and treatment to meet each individual's needs.

“KEY TO THESE DEVELOPMENTS HAS BEEN OUR CLOSE PARTNERSHIP WITH YOUNG PEOPLE, AND INVOLVING THEM NOT JUST IN THE DEVELOPMENT AND GROWTH OF THE YOUTH SERVICE, BUT ALSO IN THEIR OWN TREATMENT”

WHAT NEXT?

“We are the only region in England to make such a radical change to how we work with young people. As a result, we have had lots of people, from politicians to the chief executives of other NHS organisations, visiting us to hear how we did it and how it’s going. Members of our team have also been asked to talk about our approach all over the country, which has been exciting and sometimes scary too!”

“OUR VISION IS TO PROVIDE YOUNG PEOPLE, AGED 14 TO 25, WITH A FLEXIBLE, WELCOMING AND INNOVATIVE SERVICE WHICH ENHANCES THEIR MENTAL AND SOCIAL WELLBEING”

“All of this means that it is essential that we work out whether the changes we have made have made things better for young people rather than simply moving problems elsewhere. To do that, we need to keep researching what we are doing and listening to feedback from the young people using our services. Our aim is to keep asking the difficult questions to make sure we know what is working and what could be done better.”

To find out more about services for children and young people in Norfolk and Suffolk visit: www.whatsbetterdealwith.co.uk

“Another key element has been ensuring our young people are fully involved in every aspect of the service, from its design to the employment of new members of staff. We want our service to be youth-friendly, engaging and truly responsive to young people’s needs, and have found the only way to achieve this is by working closely with our service users and making sure their voices remain central.”

They have been invited to present at the ‘Transforming Children and Young People’s Mental Health Services Conference’ in London on 25 June.

Their presentation, they will showcase the changes made locally to create a unique and fully integrated service, which offers children and young people support until the age of 25.

They will use the opportunity to share learning from the development of the new youth service, which is now in its third year, as well as discussing ways to increase collaboration between organisations which provide healthcare and support to young people to offer seamless services.

“The unique changes we have made to our youth services have been really well-received and have generated a great deal of interest from other organisations across the country,” said Andy.

“In Norfolk and Suffolk, our aim is to treat mental illness in children and young people as early as possible, as evidence shows this can prevent the issue from continuing into their adult lives.

“By extending our youth services to cater for people aged up to 25, our goal is to provide the interventions and support they need to make a full recovery so that they never need to make the transition into adult services. It has been working well so far, with many of the young people in our care finding that they are getting better more quickly as a result of the new model.”

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“Excitingly, we are the only region in England to make such a radical change to how we work with young people. As a result, we have had lots of people, from politicians to the chief executives of other NHS organisations, visiting us to hear how we did it and how it’s going. Members of our team have also been asked to talk about our approach all over the country, which has been exciting and sometimes scary too!”
Pioneering Compass project set to send vulnerable young people in the right direction

A pioneering project designed to provide the right support, therapy and education to help keep families together has launched across Norfolk.

The Compass will see around 200 vulnerable young people who are at risk of going into care offered educational support, therapy and short breaks to help them understand and address their behaviour. Parenting support will also be available for mums and dads.

The project launched at the end of May after Norfolk County Council, NSFT, the Benjamin Foundation and the Short Stay School for Norfolk successfully bid for £1m from the Department for Education to deliver the initiative.

The Compass builds on the success of an existing scheme which began in Great Yarmouth in 2009 and has recently extended to support children in King’s Lynn and Norwich.

It sees the Short Stay School for Norfolk - which provides education for young people who have been permanently excluded from mainstream school - work with children with challenging behaviour, giving them access to all of the services they need and helping them to stay in education.

Since the Compass was developed, attendances have stood at 90%, while none of the pupils have been permanently excluded. Without this service these young people would likely have been placed out of area.

Compass will be available to children and young people aged up to 18, who will be referred to the initiative by Norfolk County Council.

Andy Goff, service manager of the NSFT Coastal Children and Adolescent Mental Health Service (CAMHS), said: “This exciting initiative will make a real difference to hundreds of families from across Norfolk.

“By giving them joined-up services, all delivered within the school environment, we can work together to make sure that vulnerable children do not fall through the gaps.”

The programme will be used to support face-to-face work carried out during appointments. Service users will also be given the opportunity to log in between sessions, with permissions as to which areas of the platform they can access set by trust staff to make sure they use the programme safely and effectively.

“By giving the young person the chance to access the programme at home, it gives us a much better picture of the way their mood changes between appointments,” added Dr Austin, who has supported project lead, Dr Chris James, to introduce the programme. “The programme is particularly useful with young people on the autistic spectrum who can find talking difficult.

“It also places a greater emphasis on informed choice and making sure all decisions about the individual’s treatment are taken together, which really does place the young person right at the heart of the care they receive.”

Interactive pilot to improve young people’s care

Young people who are receiving help for mental health problems are now able to use a new online platform to explore their feelings, set goals and measure their progress as part of a pilot designed to further improve care.

The interactive resource, called CAMHSweb, is being trialled with school aged children in west Norfolk and Waveney as part of a Department of Health-funded project.

It includes creative online tools to help young people and their therapist explore their feelings and relationships and work on personal goals. It has been designed to empower service users to take ownership of their recovery and ensure the support they receive meets their needs.

Dr Jessica Austin, Lead Clinical Psychologist with the West Norfolk Family and Young Person’s Service, said: “CAMHSweb is a fantastic tool which gives them the chance to personalise their treatment and express their thoughts in different ways. For example, they can doodle their goals and create avatars of the people in their lives, placing them on a target showing how supportive they are to the individual’s recovery.

“It is a very creative way of helping young people to express their feelings while also measuring their progress. It will make a huge difference to the recovery of many young people across west Norfolk.”

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“By giving the young person the chance to access the programme at home, it gives us a much better picture of the way their mood changes between appointments,” added Dr Austin, who has supported project lead, Dr Chris James, to introduce the programme. “The programme is particularly useful with young people on the autistic spectrum who can find talking difficult.

“It also places a greater emphasis on informed choice and making sure all decisions about the individual’s treatment are taken together, which really does place the young person right at the heart of the care they receive.”
Standing Up for mental health

Called ‘Putting The Picture Together: Children and Young People’s Mental Health’, the half-day conference was held at the King’s Centre in Norwich on 12 March. It gave NSFT’s health professionals the chance to discuss current services and showcase new developments, while offering a valuable opportunity for service users and their families to feedback their experiences of accessing care.

Around 200 people attended the event, which attracted really positive feedback.

Andrew Good, one of the Governors who hosted the conference, said: “We were absolutely delighted with how well the day went; it built on the two previous events last year.

“ABOVE ALL, IT GAVE PEOPLE THE CHANCE TO LISTEN, HEAR AND UNDERSTAND, WHICH IS REALLY IMPORTANT”

“What struck home to me was the fact that NSFT encouraged people to speak about their experiences with absolute freedom, which showed a genuine desire to learn and improve. It showed what an open organisation we have in Norfolk and Suffolk, which was well received by everyone at the event.

“The day was designed to help raise awareness of the services currently in place and some of the innovative work which is happening at the moment. It also gave everyone the chance to hear from people about how mental health difficulties have impacted on their lives.

“We had some really compelling young people among our speakers and managed to get a good balance between the formal and informal. Above all, it gave people the chance to listen, hear and understand, which is really important.”

NSFT staff who attended the event will now take back the lessons they learnt to their own teams, while the Governors will review evaluation sheets filled in by those attending, so that they can identify whether any further improvements can be made.

A similar young people’s mental health event will be held in Ipswich on 12 November between 1pm and 5pm. Further details will be available, and the venue confirmed nearer the time.

For more information, call 01603 421468 or email: membership@nsft.nhs.uk

Photos from the event on next page >>

— OUR GOVERNORS: STANDING UP FOR MENTAL HEALTH —

Turning the spotlight on children and young people’s mental health

Service users, carers and health professionals were given a valuable opportunity to learn from each other and find out more about ways to improve children and young people’s mental health at a special event hosted by NSFT Governors.
DEAR MEMBERS

We wanted to take this opportunity to welcome you to the new look and feel of Insight magazine and to share with you the thinking behind our moving more into online communications with our members, wherever possible.

As Insight has undergone a complete relaunch – aiming to reach out to more service users and their families, and supporters of mental health services than ever before – we decided now was the right time to ensure we can keep in touch with you in a more effective and immediate way too.

As Governors working alongside an NHS organisation we have a responsibility to be as cost effective as possible and with a significant 13,000 membership group you can see that we need to avoid expensive postal and print costs, wherever possible. By now, you should have received a letter in the post asking you to update us on your contact details – in particular your email address – as this would be the most cost effective way to keep you informed on things which might affect you as a member.

As you are now reading these pages, we hope that means you have sent back your details and are reading Insight online. But if you haven’t already done so, please do take the time to send us your updated details and we will email future copies of Insight directly to you, as well as other important membership correspondence that we think you may find interesting.

Of course, if you do not have email or access to a computer you may want us to continue to send correspondence to you by post and we will be happy to do so. The letter with a FREEPOST return includes an option for you to select this too.

But if we don’t hear from you we will assume that you are happy with the online option.

You or people you know may like to read Insight on the trust website and you can do this by logging on to: www.nsft.nhs.uk/insight

There will also be printed copies of Insight in local libraries, GP practices and in all of NSFT’s buildings too. We hope you’ve enjoyed reading the all new Insight so far and feel as excited as we do about the positive changes.

If you need support with any of this, just get in touch via membership@nsft.nhs.uk or call our membership office on 01603 421468.

Guenever Pachent
Lead Governor

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Guenever Pachent
Lead Governor
New Governors make their mark

Five new Governors were elected and took up their role earlier this year and are already playing their part in helping our trust to drive through improvements for the benefit of service users across Norfolk and Suffolk.

Four Governors were re-elected, and all now sit on the 32-strong Board of Governors, providing a link between local people and the trust’s Board of Directors. They are unpaid volunteers with an interest in mental health and are elected from within the trust’s membership body.

They are responsible for representing the interests of members and the public, and for holding the non-executive directors to account for the performance of the Board of Directors.

Trust Secretary, Robert Nesbitt, said: “It takes time, skills and commitment to carry out this important role, from listening to the views of the public and arranging key events and conferences to making crucial decisions about the appointment of the chair.

“All of our Governors, including those newly elected, those re-elected and those existing, have in common a passionate interest in mental health and a desire to see our trust develop and thrive.

“In challenging times, they continue to helping us to build a strong future for the trust through their role as our critical friends.”

NEW GOVERNORS - NORFOLK

Elizabeth Witt (Public Governor)

“Throughout my career, I have aspired to make a difference. The principles I have adhered to are that service users should be treated with dignity and respect at all times, receive the best care possible, both in and out of hospital, and that recovery should begin before leaving hospital...”

Hilary Hanbury (Public Governor)

“Twenty-five years in the education sector as tutor, educational adviser and in senior management, gave me a gift: to be involved in the lives of people who were experiencing mental ill health. Much has improved in that time, but we can still do better...”

Siobhan Leviton (Service User Governor)

“I have worked in the NHS for 26 years and have used various services as a patient, including the Wellbeing Service, access and assessment, inpatient care and community services, for nearly two years... I would like to work with service user and carer groups to ensure that their views are represented...”

NEW GOVERNORS - STAFF

Dr ‘Ajith’ Nanayakkara De Silva

“I have 12 years’ experience as a clinician in mental health including 10 within this trust... I am confident I will be able to bring my experience and expertise to better serve our service users. I am passionate about taking staff members’ views, wishes and concerns to the management in order to make our services more effective, efficient, and both service user and staff friendly.”

Howard Tidman

“I’ve worked in the trust for 12 years in a number of areas and roles and have an interest in carer support and I am the local carers’ lead. This gives me a broad understanding of the priorities of staff, service users and carers, which I will represent rigorously on the board. I am passionate about the trust providing high quality care and recognise that well-supported staff are essential in achieving this.”

GOVERNORS RE-ELECTED - SUFFOLK

Public Governors

Guenever Pachent (Lead Governor)

Jane Millar

Service User Governor

Paul Gaffney

Governors must act in the best interest of the trust and in accordance with the Nolan principles of public life: selflessness; integrity; objectivity; accountability; openness; honesty and leadership.

JOIN US AT OUR NEXT BOARD OF GOVERNORS MEETING

The Board of Governors meets in public six times-a-year. The next two board of governors meetings will take place:

2 July, 1.30pm to 4.30pm – the Council Chamber, City Hall, Norwich, NR2 1NH

1 October, 1.30pm to 4.30pm – Rose Room, Endeavour House, Russell Road, Ipswich, IP1 2BX

All are welcome to attend

For more information or to contact the Governors, please email: governors@nsft.nhs.uk. You can also log on to our web pages at: www.nsft.nhs.uk/governors

BECOME A MEMBER OF OUR TRUST

The membership of our trust is drawn from people living in the communities served by us – its service users, their carers, staff and interested members of the public. Our members bring commitment and enthusiasm for improving mental wellbeing in their local communities.

If you would like to become a member of our trust there are various ways to do this. Log on to: www.nsft.nhs.uk/member and:

• Complete our online membership form

• Download, print and complete our printable membership form and send by freepost (details on form)

• Complete our emailable form, save and email it as an attachment to: membership@nsft.nhs.uk

• Call our membership office on 01603 421468

Endeavour House, Russell Road, Ipswich, IP1 2BX

City Hall, Norwich, NR2 1NH

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Norfolk and Suffolk NHS FT (NSFT)

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ox Tucker hit rock bottom in February 2012, and even contemplated suicide after his problem drinking left him with two failed marriages and unable to spend time with his sons. But thanks to support he received from Norfolk and Suffolk NHS Foundation trust’s Drug and Alcohol Service, which he credits with helping him turn his life around. He is now helping others, working with, or caring for, someone with alcohol or drug problems, or are struggling themselves, to use Recovery Month as their springboard to get in touch with us and find out more about how we may be able to help.

“I wouldn’t have been able to get well without them”

A businessman whose battle with alcohol left him “broken, remorseful and full of self-pity” has spoken of the “remarkable” specialist support he received which he credits with helping him turn his life around.

WHERE TO GET HELP
Anyone who would like help with alcohol or drug problems should contact Norfolk Recovery Partnership on 0300 7900 227, log on to the website at www.norfolkrecovypartnership.org.uk or follow the service on Twitter @NRPPartnership. You can also find more information about the services offered by NRP, The Matthews Project and the Rehabilitation for Addicted Prisoners trust (RAPt) via the above contact details.

CELEBRATING RECOVERY SUCCESS STORIES AS NEW DVD LAUNCHES

A special film showcasing the wide range of help and advice available to people who are struggling with drugs or alcohol was launched recently to mark national Recovery Month.

Norfolk Recovery Partnership (NRP) worked with media studies student Jess Allen to produce the promotional DVD, which is available at www.youtube.com/NRPTVChannel. The film features staff from NRP explaining more about the care the service provides, as well as quotes from service users who have received help and treatment.

Chris Strivers, Deputy Service Manager for NRP, said: “We would also encourage anyone who is

VITAL DRUG AND ALCOHOL BASE OFFICIALLY OPENS

A new dedicated base is helping people with drug or alcohol problems in north Norfolk to access essential support services closer to home.

The north Norfolk base of the Norfolk Recovery Partnership (NRP) offers a range of services for people with drug or alcohol problems, including assessment, detoxification, counselling, interventions and group work, along with substitute prescribing and support to help people reduce their use and stay off substances. NRP operates an open access system, which means service users do not need to make an appointment before attending.

Norman Lamb, MP for North Norfolk, opened the new base for the Norfolk Recovery Partnership (NRP) at St Nicholas Court, in North Walsham earlier this year. During his visit, he met former service users and learnt more about their recovery journeys, as well as finding out more about the treatment and support available at the centre.

Chris Strivers, Deputy Service Manager for NRP, said: “The facility is already making a huge difference to service users in north Norfolk by providing them with a base closer to home.”

The new base is at: 1a St Nicholas Court, North Walsham, NR29 9HN or you can call our NRP service on 0300 7900 227

TURNING THE SPOTLIGHT ON CARERS IN SUFFOLK

People looking after patients who have both mental health and substance misuse problems were given specialist support and advice during a special event in Ipswich.

The Dual Diagnosis Carers Forum took place at University Campus Suffolk during Carers Week in June, and featured talks from psychiatrists, psychologists, service providers and carers, who used their own experiences to offer insight and advice.

The event was organised by Howard Tidman, who works for Norfolk and Suffolk NHS Foundation trust’s (NSFT) crisis team, in partnership with Suffolk Family Carers.

“This event gave people the chance to listen to expert advice which may help them overcome some of the challenges which caring for someone with a dual diagnosis brings”

In Suffolk, Turning Point - in partnership with Suffolk Family Carers, Iceni and Air Sports - provides an integrated Drug and Alcohol Service with hubs in Ipswich, Bury St Edmunds and Lowestoft.

For more information about Turning Point, call 0300 123 0872 or visit: www.turning-point.co.uk

— SPOTLIGHT ON RECOVERY —
“They treated me as someone who mattered”

A Suffolk woman with Asperger syndrome has praised the “superb service” she received from local experts, saying she’s “not sure she’d be here today” without their help and support.

“My abilities and my self-perceived failures”

“I wouldn’t have changed a thing. The staff I dealt with were incredibly informative and reassuring. They were always ready to assist with whatever problems arose...”

Service user – Autism Diagnostic Service, Suffolk

“I was amazed at how quickly my diagnosis pathway was managed from start to finish...”

Service user – Autism Diagnostic Service, Suffolk

“I am delighted with the speed of the service that was made available to me...”

Service user – Autism Diagnostic Service, Suffolk

“The service was absolutely wonderful. They were friendly and warm and treated me as someone who mattered, which left me feeling that I hadn’t been going slowly insane all these years.”

TO HAVE THE DIAGNOSIS CONFIRMED HAS MADE A SIGNIFICANT DIFFERENCE TO MY ATTITUDE TOWARDS MY ABILITIES AND MY SELF-PERCEIVED FAILURES

“More recently, during a meltdown, I was able to call them and receive direct support from senior staff, which was an enormous help in calming me down. Without them, I’m not sure I’d be here today.”

NSFT’s Suffolk Autism Diagnostic Service caters for people aged 18 and over, and offers discussion and counselling for those who may be on the autistic spectrum but do not have a diagnosis. Launched 18 months ago, it has received so far 16 referrals, which was an enormous help in calming me down. Without them, I’m not sure I’d be here today.”

NSFT’s Suffolk Autism Diagnostic Service caters for people aged 18 and over, and offers discussion and counselling for those who may be on the autistic spectrum but do not have a diagnosis. Launched 18 months ago, it has already had more than 300 referrals, while the service’s youth team, which has been running a year, have clocked up nearly 200 referrals. Dr Colm Magee, Clinical Lead and Clinical Psychologist with the service, said: “We have been overwhelmed by the excellent feedback we have received since the service launched. The number of referrals we have received so far shows there was a real need for this dedicated service, and we are delighted to be making such a difference to people’s lives.”

“In your words...”

So far, we have diagnosed people from 18 to 73 yrs. Although the diagnosis won’t change what has happened in their lives, it can help them to make sense of their past. It is also vital in helping them to learn the coping mechanisms.”

Anyone who thinks they could benefit from a referral to the service should talk to their GP.

FURTHER INFORMATION AND SUPPORT

• Young Minds, a UK charity which provides information for young people on Autism and Asperger’s – www.youngminds.org.uk
• The National Autistic Society, which offers support to people with autistic spectrum disorders, including Autism and Asperger syndrome – www.autism.org.uk
• Asperger United, which is a free quarterly magazine written by people with the condition and health professionals for people aged 16 and over – www.autism.org.uk
• Autism Alliance, which is a network of specialist autism charities and provides information and latest news – www.autism-alliance.org.uk
• Autism Connect, a social networking site where people with Autism and their families can interact with others and share knowledge and experiences – www.autism-connect.org.uk
• Autism Anglia, which is an independent charity providing care and support to children, adults and families affected by autism in Norfolk, Suffolk, Essex and Cambridgeshire – www.autism-anglia.org.uk

FURTHER INFORMATION

• Autism is a development disorder which affects social interaction, communication, interests and behaviour. Around 700,000 people in the UK have the condition.

• Autism is called a ‘spectrum disorder’ because it affects people in different ways and to varying degrees.

• People with the condition have difficulty picking up on social cues, being aware of other people’s emotions and feelings and knowing what to do when they get things wrong.

• Other symptoms can include delayed language development and an inability to start conversations or take part in them properly, as well as making repetitive physical movements such as hand tapping.

• On its own, autism is not a learning disability or a mental health problem, although some people with the condition do have accompanying problems.

• Asperger syndrome is a form of autism which affects how a person makes sense of the world, processes information and relates to others. It is a lifelong disability.

• If you have Asperger syndrome, understanding conversation is like trying to understand a foreign language.

• People with Asperger’s often have strong language skills, but their speech patterns may be unusual, and they may not pick up on subtleties such as humour or sarcasm.
Providing specialist assessment closer to home

Patients who need urgent mental health support are now able to access expert care closer to home thanks to a new specialist assessment ward which opened this spring.

The Thurne Ward, at Hellesdon Hospital in Norwich, welcomed its first patients in mid-March and within eight weeks of opening the unit had seen more than 60 admissions.

The unit caters for up to 12 service users at any one time, who are admitted for a maximum of seven days. During this time, they are assessed by a multidisciplinary team of consultant psychiatrists, nurses and registrars. A decision will then be taken on whether to transfer them to other wards for further treatment, refer them to NSFT’s Crisis Resolution and Home Treatment Team for support within the community, or discharge them back home.

Homayoun Sepehrara, Clinical Team Lead for the Thurne Ward, at Hellesdon Hospital in Norwich, welcomed its opening the unit had seen more than 60 admissions.

“We hope the ward will help us reduce length of stay, ensure that nurses and registrars. A decision will then be taken on whether to transfer them to other wards for further treatment, refer them to NSFT’s Crisis Resolution and Home Treatment Team for support within the community, or discharge them back home.

Homayoun Sepehrara, Clinical Team Lead for the Thurne Ward, at Hellesdon Hospital in Norwich, welcomed its opening the unit had seen more than 60 admissions.

“We hope the ward will help us reduce length of stay, ensure that patients get the right care first time and minimise the number of people who need to travel out of the area for treatment. By assessing people early, we hope we can reduce unnecessary admissions by helping people get the support they need before they slip into crisis.

“We’ve now got a really positive team in place who have a fantastic attitude and are keen to spend as much time with our patients as they can.

“There are also two peer support workers on the ward, who are sharing their journeys and experiences of mental health issues with our patients. By giving patients advice about what to expect, they are helping to ensure they remain comfortable throughout their admission while making their transition back home is as smooth as possible.”

Read more about the role of peer support workers on pages 22 & 23.

Increasing our focus on quality

Thanks to the involvement of service users, stakeholders and staff, we now have an agreed set of ambitious priorities and objectives which underpin how we will deliver mental health services that improve quality over the coming years.

Leigh Howlett, Director of Strategy and Resources, explained: “The Board developed the first draft of the Strategic Priorities based on what we have to do to meet local and national initiatives. “These were then shared at a series of consultation events across Norfolk and Suffolk. We received very constructive feedback which has shaped the final outcome and the next step is to make these into operational plans that underpin what we do and embed these in staff objectives.”

As part of the consultation we also agreed the trust’s overarching strategic aim as being ‘A champion for mental health services, building trust with local people by providing safe, effective, needs-led services together with our partners’.

This is underpinned by three strategic priorities - People, Quality and Finance and Resources - which are all supported by a set of objectives.

“This is the start of a different way of working and will help us work more closely with all our stakeholders and staff in delivering improved services though more engaged and better supported staff,” added Leigh. 

High standards recognised with prized accreditation

A specialist service which treats severe depression has been awarded a prized national accreditation in recognition of the safe, high quality therapy it provides to patients.

The ECT Suite at the Woodlands Unit, in Ipswich, has been awarded ‘accreditation with continuing excellence’ by the ECT Accreditation Service (ECTAS) on behalf of the Royal College of Psychiatrists.

The prized accreditation shows the NSFT unit is delivering the highest standards of care to patients having electroconvulsive therapy (ECT), which involves sending an electric current through the brain while the patient is under general anaesthetic to relieve severe depression.

This included information about the clinic’s facilities, patient safety, staff training, assessment and preparation, consent, anaesthetic practice, recovery and follow up and the administration of the treatment itself.

Beth Clayton, NSFT’s Clinical Team Leader for the ECT service, said: “We are delighted that we have been awarded this accreditation. It shows that our patients are receiving safe, high quality services and effective follow up care.” 

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QUALITY ACCOUNT PUBLISHED
An important publication which sits at the heart of everything we do, the Quality Account, is being published this month (June).

The Quality Account 2014/15 shows the progress the trust has made towards meeting its quality priorities for the year, our next steps for improving the quality of our services, and how we will measure our progress in doing this going forward.

It includes key information drawn from our Annual Plan, patient experience feedback, clinical audit and research information, as well as performance data such as waiting times and learning from mistakes.

It also features information about the experience patients had while using the trust’s services, the results of the friends and family test and data about complaints and serious incidents.

The comprehensive document also sets out NSFT’s priorities for the coming 12 months, which have been agreed by the Board following consultation with stakeholders.

Jane Sayer, Director of Nursing, Quality and Patient Safety explained: “The 2015/16 priorities for our trust will help us to improve the quality of care we offer. They are based on feedback from service users and carers who have told us how services could be improved. We have also looked at what we can learn from complaints and incidents, and from national research into good practice.

“Each of these priorities will support our Quality Improvement Plan and each will be led by an Executive Director to ensure progress is made. This progress will be reported to our full Board of Directors four times a year.”

NEW PATIENT RECORD SYSTEM GOES LIVE
A new electronic system giving mental health staff better access to patient records while further improving safety has launched across Norfolk and Suffolk.

Lorenzo, the new electronic patient record, was introduced in mid-May. It replaces four different systems which were in use across NSFT, in turn improving consistency and ensuring staff at the trust’s 62 sites can all access information about service users quickly and efficiently.

As well as improving safety, the new system will reduce duplication, bringing all of the information held about each patient to their clinician’s fingertips to ensure they are better informed and more able to respond effectively to patients’ needs. Lorenzo will make records more secure while enabling a significant shift away from paper to electronic records.

Michael Scott, chief executive at the trust, said: “This is an exciting time for our trust as implementing a single clinical system for secondary mental healthcare is one of our key strategic objectives this year.

“Lorenzo will help transform the way we work over the next 10 years and beyond, making the working lives of our frontline staff easier and enabling them to deliver the quality of service that will ultimately improve the outcomes of our service users.”

For more information log on to: www.nsft.nhs.uk/lorenzo

WORKING TOGETHER TO IMPROVE CRISIS CARE
Service users and clinicians in east Suffolk have joined forces to create new resources to further improve the care available to people reaching crisis point.

The tools have been developed over the past 18 months as part of an ongoing drive to involve local people in the design of mental health services and place them at the heart of the care they receive.

They include a new crisis planning document, which brings together a wide range of information about each individual and their care needs and medication, as well as their preferences around interventions.

It also gives them the chance to share other information, such as financial details and who they would like to look after their pets in a crisis.

Posters and badges have also been created to act as a reminder for anyone working with someone in a high state of distress, and carry the acronym:

- Listen and look
- Involve and inform
- Share understanding
- Time and availability
- Empathise, encourage and evaluate
- Next steps in treatment

The badges and posters have been shared with NSFT’s teams across Suffolk and are gradually being introduced throughout all areas of the trust.

AIMING HIGH RESULTS IN RECOGNITION
A specialist ward which provides care and treatment for women experiencing acute mental illness has been awarded a national accreditation in recognition of the safe, high quality services it provides to patients and their carers.

The Waveney Ward, which is run by NSFT at Hellesdon Hospital in Norwich, has been re-accredited with the AIMS (Accreditation for Inpatient Mental Health Services) level two standard from the Royal College of Psychiatrists.

The achievement comes after staff submitted a wide range of evidence documenting the policies and procedures which are in place to help the ward meet 40 quality standards.

An independent team then visited to assess the 22-bed ward, interview staff and talk to patients and carers about the care provided.

Siv Jones, Clinical Team Leader and Ward Manager, said: “This accreditation shows that our patients are receiving safe, high quality and responsive services from well-trained staff who are given opportunities for continuous professional development. It also illustrates that the support we have in place for carers is effective and well-planned.”

The ward provides assessment and treatment to women experiencing conditions such as depression, bipolar affective disorder and schizophrenia.

The Waveney Ward provides 22 beds for women suffering from acute mental illness and has been awarded the AIMS accreditation.

Empathise, encourage and evaluate
Next steps in treatment
Shared understanding
Time be clear about availability and the answers to your tone of voice
Empathise encourage responsibility and evaluate what has been agreed a plan
The Association for Suffolk Museums initiative will see small groups of people who are experiencing mental ill health work with artist Juliet Lockhart, museum and NSFT staff to make their own creative responses to the exhibits. Beginning in September, it will run at Gainsborough’s House, in Sudbury; Ipswich Museum; Moyse’s Hall Museum, in Bury St Edmunds; and the Museum of East Anglian Life, in Stowmarket.

Each course will have a balance of learning and creative expression and has been designed to help participants reconnect with their local community while developing their confidence, independence and resilience. It also aims to challenge stigmatisation and encourage a better understanding of mental ill health through working collaboratively with museum staff.

Maggie Batchelar, Art Therapist with NSFT, said: “This is an exciting project which will offer an enjoyable, creative and enriching experience.

“A two-week pilot project in two museums took place last year and feedback was excellent. Working creatively in response to the collections offered those taking part the opportunity to feel more comfortable in the museums, learn new skills and work alongside others in a supportive and inspiring environment. “The artworks produced from the pilot project are beautiful and a testament to the achievement of the participants. “We are looking forward to getting started on the full initiative later this year and hope it will open the door to more creative community arts courses for the benefit of our community.”

The year-long project has been funded with £39,000 from the Heritage Lottery Fund and £5,000 from Suffolk County Council. People will be directed to it through services and will also be able to self-refer.

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Inspirational museum project set to launch

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THE FOCUS OF THE PROJECT IS ON CREATIVITY AND POTENTIAL

Maggie Batchelar, Art Therapist

SPOTLIGHT ON ART THERAPY

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"THE FOCUS OF THE PROJECT IS ON CREATIVITY AND POTENTIAL"

Over the past decade, there has been an increasing recognition of the valuable role the arts can play in improving wellbeing. The Department of Health has acknowledged the “major contribution” which arts can make to health, while the National Alliance for the Arts in Health has supported a wide variety of art, music, dance and drama initiatives which have been designed to improve emotional and mental health.

The movement has been welcomed by Maggie, who has worked as an art therapist for 23 years, largely with people experiencing mental ill health. She has spent the past 12 years in NSFT’s acute inpatient services in Ipswich, where she has seen the “significant impact” which art can make on recovery first-hand.

“I see people discover or re-discover a curiosity in art making and in their own creative potential in all aspects of life,” she said. “Making art is one of the oldest human resources and there is evidence of art making in all cultures. It involves the capacity for imagination, dreaming and playing. It’s important for us as individuals and as communities, so I value art-making as inherently helpful for anyone who is willing and curious, regardless of ability. This is why this museum project has so much to offer; the objects and stories in museums can resonate with our own lives and lead us to feeling more connected to others, past and present.”

“I THINK PEOPLE FEEL MORE AT EASE WHEN ART MAKING ALONGSIDE OTHERS”

Maggie became an art therapist after completing an MA in art psychotherapy at the University of Sheffield following a BA hons in fine art in Newcastle upon Tyne. She now spreads her working week between North Essex Partnership NHS Foundation Trust and NSFT, based at the Woodlands Unit, in Ipswich, where she works in the adult acute wards and the later life inpatient services.

“Art therapy can enable people to make personal connections with their artwork as a way of exploring and communicating their experiences and story, which may entail expressing distressing and confusing issues,” she said. “I have found that many people feel more at ease in speaking about themselves when engaged in art making, and often finding visual metaphors helpful when words are too difficult.”

In her role on the Woodlands’ inpatient ward, Maggie offers an open art therapy group where patients are welcome to come for any length of time to explore the range of art materials available. She explained: “Whilst some people have skills or interest in art making as adults, many people haven’t made art since school, so I invite people to be curious and to try materials out playfully. This can help people feel calmer, more focused and often leads gently into a conversation about themselves and their experiences.

“I think people feel more at ease when art making alongside others.”

When Maggie meets patients on the ward who engage with art making, she often signposts them to existing local community art resources, such as ‘Art In Mind’ (www.artinmindblog.wordpress.com) and the ‘Inside Out Community’ (www.insideoutcommunity.com). This helps people to pursue their creativity and bridges the gap back into the community, in turn reducing social isolation which can be one of the most debilitating factors for many people experiencing mental ill health.

“It’s an absolutely fascinating job and a really rewarding role,” she said. “I am lucky to be working with some really visionary people at NSFT who support the movement towards meaningful art experiences being a really important part of recovery.”

“ART THERAPY CAN ENABLE PEOPLE TO MAKE PERSONAL CONNECTIONS WITH THEIR ARTWORK AS A WAY OF EXPLORING AND COMMUNICATING THEIR EXPERIENCES AND STORY, WHICH MAY ENTAIL EXPRESSING DISTRESSING AND CONFUSING ISSUES”
Tackling health inequalities among Suffolk’s travelling communities

A new DVD which Suffolk’s Gypsy, Roma and Traveller community has created to signpost others to services which will help improve their health and mental wellbeing has been launched.

Called ‘The Wheel of Life’, the DVD has been put together by Gypsy filmmaker and journalist Jake Bowlers. It was made with, by and for the community to help tackle inequalities which mean Gypsy, Roma and Traveller people across the UK experience poorer access to healthcare and worse health outcomes. This includes low life expectancy, high co-morbidity, poor mental health and poor infant mortality.

The idea for the DVD came from travellers, who told community development workers from Suffolk Wellbeing Service and VoiceAbility about Jake and suggested a film would be a good way of raising awareness of the services which are available. It was funded by the National Lottery’s Awards for All scheme.

Nettie Burns, locality manager of NSFT’s Suffolk Wellbeing Service, said: “We hope that this film will play an important role in helping to tackle health inequalities by introducing Suffolk’s health services, including physical and emotional wellbeing, midwifery, diabetes, GP and cancer services, as well as contact numbers to make it easy to get in touch with them.

“It received excellent feedback during the launch and we hope it will be warmly welcomed by the Gypsy, Roma and Traveller community.”

The Wheel of Life has also been produced in the Romani language. It is believed that this is the first time this has been done. Both versions are being distributed across the county by Suffolk County Council and the One Voice 4 Travellers charity. To watch it, visit: https://vimeo.com/118509143

For more information about the Suffolk Wellbeing Service, which offers support to help people to improve their wellbeing and cope with stress, anxiety and depression, visit: www.readytochange.org.uk

CHAMPIONING EQUALITY AND DIVERSITY

NSFT has been chosen from hundreds of organisations across the country to become an NHS Employers equality and diversity partner for the coming year.

It comes after the trust demonstrated its commitment to six criteria, including improving patient access and experience, engaging and supporting staff, better health outcomes and inclusive leadership. The trust will now be able to further improve its performance and influencing change locally and nationally by playing a key role in supporting efforts to improve diversity and equality across the NHS.

Ravi Seenan, Equalities and Engagement Manager, said: “Our trust is committed to creating a culture which promotes inclusion, both for our service users and our staff, and works hard to embed equality and diversity in everything it does.

“Becoming a partner will give us the tools to strengthen this work still further, as well as access training, coaching and networking opportunities. It will also give us a valuable chance to contribute to national best practice.”

TRUST RECOGNISED FOR IMPROVING LGBT QUALITY OF CARE

NSFT has been recognised for the steps it has taken to improve health and provide equality of care for lesbian, gay, bisexual and transsexual patients, families and carers.

Campaign group Stonewall has named the trust as one of 39 healthcare organisations included in this year’s Healthcare Equality Index.

The rating takes a range of criteria into account, including staff training, feedback from patients and the policies and procedures in place to ensure equality and diversity. Now in its third year, the index aims to help improve health outcomes and treatment for the lesbian, gay and bisexual community while sending a powerful signal of commitment to equality in healthcare.

HELP MAKE NORFOLK A SAFER PLACE TO LIVE

People in Norfolk are being invited to take part in a survey to help make the county a safer place to live.

The Norfolk Safeguarding Adults Board wants to find out what people know about keeping adults safe from abuse or neglect by asking them to fill in a short survey.

You can complete the survey by visiting: www.smartsurvey.co.uk/s/norfolksafeguarding or calling 0344 800 8020. The survey closes at the end of July.
HEALTH STAFF DON ONESIES TO HELP RAISE VITAL CHARITY CASH

Traffic was brought to a standstill in Norwich city centre when a daring group of fundraisers took to the streets wearing colourful onesies to complete a fun-packed charity challenge.

Around 40 NSFT staff walked seven miles from their base at the Norvic Clinic, in Thorpe St Andrew, to the Forum in the city centre at the end of May while donned in a variety of animals, superheroes and even a bunch of bananas.

The group completed the third annual ‘onesie walk’ to raise money for the Jenny Lind Children’s Hospital, which is run by the Norfolk and Norwich University Hospitals (NNUH). It comes after Norvic staff and Norwich University Hospitals Hospital, which is run by the Norfolk and Suffolk NHS Foundation trust (NSFT), launched a support group in King’s Lynn.

National charity Survivors of Bereavement by Suicide (SOBS) has launched a support group in King’s Lynn.

The service provided by SOBS is free and offers indefinite support to those bereaved by suicide. Each year in the UK, more than 6,000 people take their own life – each suicide has a devastating and lasting impact on their families, friends and communities.

Jacqui Page, Norvic group leader, who has herself been bereaved by suicide, said: “I feel privileged to support survivors in Norfolk. Our new King’s Lynn group will help us provide support and friendship for survivors in west Norfolk.”

The King’s Lynn group receives support from Norfolk and Suffolk NHS Foundation trust (NSFT), The Matthew Project, Norfolk Constabulary and Healthwatch Norfolk.

Gary Page, Chair at NSFT, said: “The work of SOBS is crucial. We are committed to working with them to ensure we provide appropriate and consistent support for survivors and we welcome the opportunity to support the formation of this new group in King’s Lynn.”

SOB meetings in your area include: King’s Lynn, Bury St Edmunds, Lowestoft and North Walsham. For more information, you can log on to their website at: www.uk-sobs.org.uk or call the national SOBS helpline on 0300 11 5065.
If you have the following skills we’d really like to talk to you:

- Able to encourage, evaluate and involve
- Capable of working in fast-paced environments, often under pressure
- Great listening and communication skills
- Excellent team working

At Norfolk and Suffolk NHS Foundation Trust, we are one of the largest mental health Trusts in the country. Employing over 4,000 staff we provide mental health, secure, substance misuse and learning disability services across Norfolk and Suffolk. Our mission is to promote recovery and wellbeing, physical health, together with strong relationships and a balance between treatment and continuing an active life. With a diverse range of fulfilling jobs such as Consultants, Clinical Support Workers, Mental Health Practitioners and Technical Instructors, check out our website www.nsft.nhs.com/work-for-us or follow us on Twitter @NSFTjobs to find your next career opportunity.

Can’t find what you’re looking for? Then please email your CV to recruitment@nsft.nhs.uk.

DIARY HIGHLIGHT:
Gender, Sex and Mental Health
An evening of discussion presented by Katy Jon Went, a transgender woman, and Dr Hadrian Ball. They will discuss biological sex determination, gender identity, gender dysphoria.
PATIENT ADVICE AND LIAISON SERVICE

NSFT PALS provide confidential advice, information and support, helping you to answer any questions you have about our services or about any mental health matters.

Email: PALS@nsft.nhs.uk

PALS Freephone: 0800 279 7257

Produced by Norfolk and Suffolk NHS Foundation Trust, June 2015.

If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.