GOGO HARES ART TRAIL
Brings out the creativity in our service users

YOUNG CARERS REACH FOR THE SKIES
Young people learn to believe in themselves and gain confidence
I'm still scared, but I'm walking
environment offers
Getting away from the ward
"Sharing Joy" with dementia
Spotlight on Dementia
without a native land...
Recovery strategy launches
where this walk goes…
Theatre Cares
great benefits
patients
"Life-changing" service extended"
I've read as much as I can about
Spotlight on Personality Disorder
Norfolk and Suffolk NHS FT (NSFT)
AWARDS
PEOPLE FIRST
NSFT's Board
celebrate its 70th in style
NSFT's 'grow your own' scheme
valuable service expands
rolling out across the whole Trust
Useful tips for helping service users
get better
 Able to Reach for the Skies
GoGoHares bring out the
encouraged to Reach for
Meet our new Governors

 Insight on Mens Mental Health
 Special events shine a spotlight
 on men's mental health
 New group launches as football
 project hailed a success
 Men to benefit as groundbreaking
 mental health initiative
 comes to the UK

 Insight on Our Governors
 Special event shines a light on the
 ‘mind, body and soul’
 Meet our new Governors

 Insight on Children, Families and Young People
 Leading the way in perinatal
 mental health
 Specialist support for Suffolk
 mums expands its reach
 ‘Outstanding’ Dragonfly Unit
 wins bid to open more beds

 Insight on Improving Services Together
 Commitment to carers recognised
 with second gold star
 Inspiring young carers are
 encouraged to Reach for

 Insight on Improving Quality
 Environmental improvements
 roll out across the whole Trust
 More patients to benefit as
 valuable service expands

 Insight on Working With Us
 New nurses graduate through
 NSFT’s ‘grow your own’ scheme
 Long-serving nurses help the NHS
 celebrate its 70th in style
 New generation joins
 NSFT’s Board

 4 SPOTLIGHT ON PUTTING PEOPLE FIRST AWARDS

 82 INSIGHT ON CHILDREN, FAMILIES AND YOUNG PEOPLE

 10 Insight on Our Learning Disability Services
 Giving the green light to
 improved care
 Better care for people with
 learning disabilities

 105 News
 Dedicated mental health service
 for rough sleepers launches
 Rootin’ tootin’ family fun when the
 Wild West came to Norwich

 110 Diary Dates

 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.nsf.uk/insight. If you
 have any feedback, please
 email ‘Insight Editor’ at
 communications@nsft.nhs.uk

 SUBSCRIBE FOR FREE
 If you’ve enjoyed reading Insight you
 might like to subscribe to our
 online version for FREE. You
 can do this by simply filling in
 our subscription form at
 www.nsf.uk/insight. We will
 then let you know when the
 next issue is available.

 114 A word from the chair
 Hello and welcome to the latest edition of Insight magazine.
 It has been a busy time for NSFT since the last issue was published,
 working hard to improve our services and
to transform our organisation.
 This edition brings you up-to-date on some of these initiatives, as well
as addressing some of the issues and challenges we still face.
In Insight we also share with you how
our Trust has successfully secured
money to improve local services,
such as a £4m project to transform
care in west Norfolk (page 44), the
expansion of the Mental Health
Liaison Service at NNUH (page 46-
47), and a specialist unit for new
mothers with serious mental health
issues (page 85).
We also have some powerful insights
into the lives of people living with
depression, bipolar disorder and
autism and how the Recovery College
has enabled them to start living their
lives (pages 24-33).
I’m delighted to announce the launch
of our Public Choice Awards where
we will be inviting you to nominate
members of our staff who have made
a difference to you by providing
outstanding care and support. I hope
you’ll take the time to both nominate
and, for the first time, vote for who
you think the winners should be
(pages 4-7).
The CQC will be visiting us again this
Autumn to re-inspect our Trust. We
are doing everything we can to be
prepared, with clear plans in place
to address the challenges we have faced
around quality and leadership.
To help us achieve this will be our
new Chief Executive, Antek Lejk
and three new Directors, who I am
confident will help strengthen our
organisation further. Meet them
on pages 59-61. As with our new
Governors (pages 78-79),
I look forward to meeting some of
you in the autumn at our Annual
General Meeting on 10 October
(page 116) and the Governors ‘Mind,
Body and Soul’ event on 2 November
(page 73-74).
Thank you to everyone who has
shared their story with us, helping
us to raise awareness and overcome
stigma around mental health
conditions. We hope you find this
issue interesting.

Gary Page
Chair of Norfolk and Suffolk NHS FT

Chair of Norfolk and Suffolk NHS FT

Gary Page

Hello and welcome to the latest edition of Insight magazine.
It has been a busy time for NSFT since the last issue was published, working hard to improve our services and to transform our organisation. This edition brings you up-to-date on some of these initiatives, as well as addressing some of the issues and challenges we still face. In Insight we also share with you how our Trust has successfully secured money to improve local services, such as a £4m project to transform care in west Norfolk (page 44), the expansion of the Mental Health Liaison Service at NNUH (page 46-47), and a specialist unit for new mothers with serious mental health issues (page 85). We also have some powerful insights into the lives of people living with depression, bipolar disorder and autism and how the Recovery College has enabled them to start living their lives (pages 24-33). I’m delighted to announce the launch of our Public Choice Awards where we will be inviting you to nominate members of our staff who have made a difference to you by providing outstanding care and support. I hope you’ll take the time to both nominate and, for the first time, vote for who you think the winners should be (pages 4-7). The CQC will be visiting us again this Autumn to re-inspect our Trust. We are doing everything we can to be prepared, with clear plans in place to address the challenges we have faced around quality and leadership. To help us achieve this will be our new Chief Executive, Antek Lejk and three new Directors, who I am confident will help strengthen our organisation further. Meet them on pages 59-61. As with our new Governors (pages 78-79), I look forward to meeting some of you in the autumn at our Annual General Meeting on 10 October (page 116) and the Governors ‘Mind, Body and Soul’ event on 2 November (page 73-74). Thank you to everyone who has shared their story with us, helping us to raise awareness and overcome stigma around mental health conditions. We hope you find this issue interesting.

Gary Page
Chair of Norfolk and Suffolk NHS FT
Help us celebrate the mental health staff who Put People First

Our Trust is asking service users, carers and the public to help celebrate the staff who Put People First by inviting nominations for two special recognition awards.

We are giving people the chance to thank our staff who have made a difference to them through providing outstanding care and support by nominating them for a ‘Public Choice’ badge of honour in our staff awards.

And this year, we will be asking members of the public to not only nominate but to vote as to who they think the winners should be.

Public Choice nominations can be made in two categories - ‘Adults’ and ‘Children’s, Families and Young People’s’ - and they should explain why the individual / team or service deserves recognition and the impact their work has had.

“We know that our staff are hardworking and committed to their service users and carers, which is why it is so important that they receive praise and recognition when they have done an exceptional job. Moreover, we know that the praise that most counts is that from those who have had their lives changed or improved.

“We'd also like other organisations and people who work alongside our staff, such as the police, GPs or the voluntary sector, to tell us who they think deserves recognition.

“So please, take the time to share your positive stories about the care you’ve received from those very committed people in our Trust. We will hold these examples of excellent care up to the rest of our organisation, encouraging and inspiring everyone to follow their lead while better shaping our services in the future.”

The awards play another important role in raising awareness and reducing the stigma around mental health issues and the positive nominations stories will be publicised on a Trust awards website and in the media to inspire others.

The Putting People First Awards ceremony will take place on Thursday, 21 March 2019, at Trinity Park, in Ipswich. During the evening, the winners in all of the 11 awards categories – including public and staff nominated awards – will be announced.

To keep up to date with all the awards information and the latest news, including nominations and finalists you can vote for in the coming weeks, go to: www.nsfawards.co.uk. You can also ‘like’ the Trust on Facebook or follow us on Twitter @NSFTweets

Continues on next page...
What are the Public Choice nominations categories?

Outstanding Care and Compassion Award (Children’s, Families and Young People)
This could include nominations of NSFT teams and staff working in the children’s learning disabilities services, child and adolescent mental health services, wellbeing and perinatal and infant mental health services.

Outstanding Care and Compassion Award (Adults)
This could include nominations of NSFT teams and staff working in the community, within inpatient units; older people’s services including those for dementia, secure, learning disabilities and wellbeing services.

Who can make a nomination?
- People who have received care from NSFT since February 2017
- Someone close to a person who has received care from NSFT since February 2017
- An organisation or individual working alongside our Trust that has witnessed excellent care provided by NSFT

Who can you nominate?
You can nominate any current members of NSFT staff - including Peer Support Workers and Peer Tutors, volunteers, teams or services - for an award if they have provided care or support to you, or someone you know, since February 2017.

How can you submit your nomination?
- Online at www.nsftawards.co.uk
- By filling in the form in Insight on page 7 and sending it in an envelope to: FREEPOST Plus RTSC-XTHK-HYKE, Hellesdon Hospital, Drayton High Road, Norwich, Norfolk NR6 5BE
- Fill in an addressed leaflet available in Trust premises (also FREEPOST) or request a leaflet by emailing staffawards@nsft.nhs.uk or calling 01603 421120
- Nominations must be received by no later than midday on Friday, 19 October 2018.

Please note: Individual nominations will be made public, including your name but not your contact details. In special circumstances, if you would like your name to remain confidential, please tick the box on the form.

Tick the award you are nominating to: Children, Families and Young People [ ] or Adults [ ]

Name of staff member or team:
Name of service:
Your name:
Your address:
Your daytime tel: ____________________________ Your email: ____________________________

Please tell us your story as fully as possible and the reasons for your choice. Include a separate sheet of paper if you need to.

Your nomination will be made public, including your name but not your contact details. In special circumstances, if you would like your name to remain confidential, please tick here.

Send this form to: Public Choice Awards, Communications Team, Norfolk and Suffolk NHS Foundation Trust, FREEPOST Plus RTSC-XTHK-HYKE, Hellesdon Hospital, Drayton High Road, Norwich, Norfolk NR6 5BE to be received no later than mid-day 19 October 2018.

www.nsftawards.co.uk
Our job is to understand someone’s distress and help them address those issues.

Consultant Clinical Psychologist Lulu Preston described PD as an “often misunderstood” condition, which people without the disorder can struggle to make sense of. But she also stressed that PD is not necessarily a diagnosis for life and that – given the right support – many service users are able to develop the skills to recognise their triggers and manage their condition effectively.

Personality disorders are common mental health problems and affect an estimated one in every 20 people in England. However, more serious cases are rare, affecting less than 2% of the population.

Common features of PD include:

- Problems with relationships
- Unstable emotions and frequent ups and downs
- Unstable identity and no clear sense of self
- Impulsive and self-damaging behaviours
- Fear of abandonment
- Unhelpful thinking biases
- Using eating disorders, drug and alcohol misuse as a way of coping
- Offensive and aggressive behaviour

There are 10 distinct types of PD. The most common is emotionally unstable personality disorder (EUPD), which can also be described as borderline personality disorder.

“PERSONALITY DISORDERS ARE COMMON MENTAL HEALTH PROBLEMS AND AFFECT AN ESTIMATED ONE IN EVERY 20 PEOPLE IN ENGLAND. HOWEVER, MORE SERIOUS CASES ARE RARE, AFFECTING LESS THAN 2% OF THE POPULATION.”

“A lot of cases of PD remain undiagnosed, so it is difficult to know exactly how many people are affected,” said Dr Preston. “That is because PD is only a problem if it starts to cause difficulties for you or the people around you – sometimes someone might meet the criteria for PD, but are able to function perfectly well in their environment so it does not become an issue.

“PD usually emerges in the 20s and 30s, and has an impact on the way people respond to their own emotions and interact with others. A long-standing, chronic problem, it causes people to react intensely to situations, while some may self-harm or show other potentially destructive behaviours.

“Evidence suggests that some people are genetically vulnerable to the disorder, but its development is also highly influenced by the environment. For example, if you grew up in an environment which did not meet your needs, were a victim of abuse or struggled to be understood, then this can all have an impact on the way you regulate your own emotions.”

Dr Preston said although medication can help in some cases, treatment is most effective if it focuses on addressing the cause of someone’s distress.

“People with PD are on a continuum,” she said. “Our job is to understand what is underpinning someone’s distress and help them with that until they are at a stage where they no longer meet the PD criteria. Having good, caring and stable relationships in place, being reliable and having clear boundaries are also all very useful for people who are feeling really distressed.

“Because a patient can be absolutely fine for part of the day but in a really different place just a short time later, people can find the disorder confusing and inadvertently end up having a less helpful response to the individual as a result. However, this is precisely the time when stability and consistency can make a big difference.”

Anyone who is worried that either they or a loved one may be showing signs of personality disorder should see their GP.
Millie Mitchell first noticed differences during her childhood, when she would fit from interest to interest and struggle with relationships. She continued to feel emotions very strongly and would become very upset about injustice as she got older, eventually turning to alcohol to help her to cope.

She made her first attempt on her own life six years ago, but continued working as a teacher, training as a head and studying towards her master’s degree until last year, when she suffered a crash and attempted suicide on three occasions. The breakdown led to a diagnosis of emotionally unstable personality disorder (EUPD), which gave Millie the opportunity to develop her own skills and coping mechanisms for when she begins to feel distressed.

“EUPD makes you a very difficult person to live with. You can be irrational and go from being happy to really angry or sad within an hour. It is exhausting,” said Millie, who lives in Framlingham. “You feel things so intensely that something like a relationship break-up becomes absolutely devastating and is almost like losing someone through death. “Not knowing what was wrong made things so much harder – I needed answers as to why I was feeling like this. Getting the diagnosis gave me the chance to find tools which would help me to cope when I am feeling overwhelmed.

“I still have bad days but can recognise the triggers and know what to do if in that situation, and find that taking a cold shower, holding an ice cube or punching a pillow all really help. I’ve read and learnt as much as I can about the disorder, which is key in helping me control it.”

During the past year, Millie has been receiving a variety of support from NSFT, including emotional regulation therapy and cognitive behavioural therapy. She also sees a psychiatrist and a community psychiatric nurse, who she describes as “amazing”.

“I still have bad days but can recognise the triggers and know what to do if in that situation.”

She has now set up the Framlingham Worry Tree Café for people struggling with their mental health, which has won the backing of Ed Sheeran, who described it as a “safe, welcoming, friendly haven where people can talk freely and without judgement”.

It has proved such a success that Millie now plans to open further cafes in Beccles and Stowmarket in the near future.

“My family and friends have been brilliant and went to sessions to find out more about the triggers and signs and what they could do to support me. They understand when I tell them I’m having a bad day and know that the best thing they can do in those circumstances is to listen and give me time to process things.

“Personality disorder is a misunderstood condition, and people automatically think of Jekyll and Hyde. But there are podcasts and books out there which can help. “I’m a firm believer that the more information both service users and carers can get, the better.”

The Worry Tree Café opens each Friday from 4.30pm to 6.30pm, at the Day Care Centre, Mills Meadow, Fore Street, Framlingham. As well as the chance to meet others facing similar experiences, people can also come along to find out more about groups such as Suffolk Family Carers or activities to safeguard their wellbeing, such as Reiki.

For more information, email: theworrytreecafe@gmail.com
Pioneering research set to begin

A team led by clinicians from our Trust has been awarded £350,000 to carry out pioneering research to investigate how to improve the support available to young people experiencing symptoms of borderline personality disorder (BPD).

The project, called ‘BEST’ (Brief Education Supported Treatment), will see staff from up to eight schools and colleges in Norfolk trained to work with mental health professionals to deliver a treatment package, which has been developed by our clinicians, to more than 60 young people.

The team behind the study hope that it will see more young people offered access to support soon after BPD symptoms emerge, in turn preventing them from developing the type of long-term difficulties which characterise this serious mental illness.

Dr Jon Wilson, Consultant Psychiatrist and NSFT Research Director, is leading the project, which will be supported by the University of East Anglia, University of Cambridge and the Anna Freud National Centre for Children and Families.

He said: “I am thrilled that we have secured funding to test out whether this innovative way of working with young people will be acceptable and valuable.

“NSFT has a national reputation for working with young people in ways better suited to meeting their needs, and clinical teams have been reorganised to work in novel ways. This research has been inspired by the views of young people and it is a fantastic opportunity to learn about how we can engage at an earlier stage to help them develop both a better understanding of their problems and the skills to manage themselves.”

BPD is a severe mental health problem characterised by unstable emotions, intense but difficult relationships, lack of a stable identity and impulsive behaviour such as self-harm and suicide. It usually begins during adolescence and continues into adulthood, often with devastating personal, social and economic consequences.

It is estimated that 3% of adolescents have BPD, which equates to approximately one child in every class. Although there are effective treatments for the condition, they are expensive, time-consuming and available only within specialist services.

The study has seen NSFT clinicians design a treatment package to promote understanding of BPD symptoms and help young people to develop self-care strategies so that they can manage their condition and any periods of distress. Staff from participating schools will attend a training workshop where they will learn how to deliver three to six sessions to support individual pupils with the condition, in conjunction with a mental health professional.

The project has been funded by the National Institute for Health Research and will focus on young people aged between 13 and 18. It will begin in November and run until March 2021. The funding for the research was secured with the help of NSFT’s Research Development Team, which works with clinicians, service users and academic partners to develop high quality research proposals which contribute to improving services locally and nationally.

For more information about BPD, including treatments such as dialectical behaviour therapy (DBT) and mentalisation-based therapy (MBT) which are available within NSFT, visit: www.nhs.uk/conditions/borderline-personality-disorder.

Read more about our Trust’s work with young people and schools on pages 92-95.
Jade Heaviside was diagnosed with BPD in 2013 after struggling with mental health difficulties since she was a teenager, and started going to Waves shortly after its launch in December 2015. The service had such a positive impact on her life that she jumped at the chance to join the Norwich Mind staff as a support worker in May 2017, and now uses her lived experience to help others.

“For me, BPD meant very unstable emotions,” said Jade, who was diagnosed with severe depression when she was 21. “Your mood can change within seconds, triggered by something such as a minor stressor, a trivial disagreement with a family member or friend, or from something you have completely misunderstood. Negative beliefs are created which can spiral within minutes and, for many, have catastrophic consequences.

“I HAD ONE GOAL IN MIND WHEN I LEFT WAVES – TO PURSUE A CAREER IN MENTAL HEALTH.”

“At my worst, I probably had an episode at least every day. They could last for hours and were followed by days of depression, guilt and physical exhaustion. “Now I have less that one episode every six months with the duration of it just a fraction of what it once was. I’ve worked very hard at it. I’ve completed a lot of therapy, educated myself about BPD and have learnt to understand my triggers and some new coping strategies.

“Attending Waves for the first time had a huge impact on my life – it made such an immense difference to me. It was a relief to know I wasn’t the only one who felt that way and that other people understood me.

“Sharing Joy” with dementia patients

People with dementia, their carers, volunteers, and their families were given the chance to use music, dance, nostalgia, puppetry and laughter to celebrate life during a special theatre production Norfolk this summer.

Jade now helps others to understand their diagnosis and manage their feelings, and finds her role hugely rewarding. She explained: “I am passionate about raising awareness of BPD and challenging the stigma associated with it. I’m so pleased I’m now part of an organisation that understands and values individuals with BPD, especially one that has been such a big part of my own journey. I am now able to share my story and experiences, to help those that may be struggling with their diagnosis.

Waves is the only service in Norfolk dedicated to supporting those with the diagnosis or traits of BPD. It offers a 12-month recovery programme that can assist in improving daily life and empower individuals to achieve positive change. The support which members offer to each other makes this an incredibly safe and successful service with life-changing outcomes.

“I work with a fantastic team who share my enthusiasm and dedication towards better mental health. I also meet some incredibly passionate, caring and intelligent individuals, all with the diagnosis of borderline personality disorder.

“Helping them to understand their diagnosis and to recognise their true potential is the most rewarding thing about my job.”

Jade has recently launched a new website to raise awareness of BPD, tackle stigma and allow people to share their experiences of living with the illness. For more information, visit: www.livingwithbpd.co.uk

“ATTENDING WAVES FOR THE FIRST TIME HAD A HUGE IMPACT ON MY LIFE – IT MADE SUCH AN IMMENSE DIFFERENCE TO ME. IT WAS A RELIEF TO KNOW I WASN’T THE ONLY ONE WHO FELT THAT WAY AND THAT OTHER PEOPLE UNDERSTOOD ME.”
More patients benefiting from new-look memory service

More people in east Suffolk are receiving a quicker diagnosis and vital treatment for memory problems thanks to a new-look specialist service.

Dr Mark Bentham, a GP in Stowmarket and Chairman of the CCG, said: “The timely diagnosis of dementia is important both for the patient and their family and it is pleasing we are able to commit additional resources to further improve the service.

“Our aim is to diagnose all patients within 12 weeks of their referral.”

Anyone who is worried about their memory should make an appointment with their GP for an initial test and will be referred if there are any concerns.

Assessments are available at NSFT bases across Ipswich and east Suffolk, as well as in GP surgeries and community settings, to make them as easy as possible to access. Following treatment and review, patients will continue to be cared for by their GP, but will be referred back to NSFT if they develop problems managing their condition.

If you or someone you are close to is concerned about dementia, please contact your GP for advice, or speak to another health or care professional you already work with.
Families’ generosity to benefit future patients

Two generous families whose loved ones received specialist dementia care from our Trust have donated original artwork and a commemorative bench to Hammerton Court, in Norwich, to benefit future service users.

Norwich-based artist John Watson, whose brother-in-law Trevor Asker received care for vascular dementia at the unit before he passed away in 2017, has created two ‘false windows’ showing a floral garden and a sunset. He has also designed leaves on which patients, relatives and staff can write thoughts and memories before adding them to the branches of a new spirituality tree.

“The care which Trevor received was excellent, and this is a way of saying thank you,” said John, a self-taught artist who specialises in nature. “I had hoped that he would be able to help me complete the pieces as he was a very good artist himself, but unfortunately he wasn’t able to.

“I’ve had some really nice feedback about the windows. I’m really pleased that I’ve been able to do something to help future patients.”

In addition to John’s artwork, Rosemary Matthews has donated a bench in memory of her husband Trevor, who passed away in March. Mrs Matthews launched the appeal after she saw the positive impact which spending time at a charity football match, away from the hospital, had on her husband. Her family organised various events to raise the money, including a Motown night, tea parties and art sale, while a bikers’ ride-out arranged by NSFT staff also boosted the total.

“We have donated the bench as a permanent memorial to Stanley and hope that it is also something which other patients and their families will benefit from.”

Lisa Breame, from NSFT, said: “We are extremely grateful to John, Rose, her family and other family carers for these fantastic donations and time given, which will make a real difference to the people receiving care at the unit in the future.”

For more information about Stanley’s Story, visit: www.justgiving.com/crowdfunding/emma-waller&utm_id=2&utm_term=2wP9azvd4

“It’s lovely to go home at the end of a shift knowing you’ve made a difference…”

A Clinical Support Worker who has dedicated the last six years to caring for people with dementia has described the satisfaction she gets from supporting patients and their families.

Sophie Smith works at our Trust’s Hammerton Court specialist dementia unit, at the Julian Hospital, in Norwich, which cares for patients with complex needs which cannot be met by carers or staff in the community.

Alongside her colleagues, she looks after people with various kinds of dementia. The team’s aim is to stabilise patients so that their needs can be managed safely and therapeutically within the community.

And although the role can be challenging, Sophie gets great satisfaction from her work and from offering vital support to people at a difficult time.

“Sometimes all a patient needs is a chat, which can make a real difference.”

She added: “I get real job satisfaction from knowing that I am doing my absolute best to make our patients feel at home and as comfortable as possible while they are going through such a difficult time. As a team, it’s also important to make sure we support the families too – although they are not suffering with the condition, they may often be feeling stressed or lost.

“It’s also amazing to see someone come to us at crisis point and help them grow and progress into gaining some independence and happiness back.

“Sometimes all a patient needs is a chat, which can make a real difference.”

The team at Hammerton offer a variety of treatments including medication, therapeutic and social interventions, physical and social activities, while also linking with local recreational and rehabilitation services.

“We spend time chatting and getting to know our patients and supporting them in every way we can. Whether it be they want to talk about their mother, children or how they are feeling at this moment in their life, we are always there for them.”

“I just love my job. I have a passion for looking after our patients and their relatives,” said Sophie. “We are all trying to find time to take the patients out to a place of their choice or somewhere they can reminisce and feel happy. Knowing you’ve made a difference to someone’s life.”

Her role includes helping patients with their personal care while maintaining their dignity, assisting them with eating, especially if they have lost co-ordination in their hands, and keeping an eye on their likes and dislikes and behaviours and reactions to see what works best and makes them happy.

“I just love my job. I have a passion for looking after our patients and their relatives,” said Sophie. “We are all trying to find time to take the patients out to a place of their choice or somewhere they can reminisce and feel happy.”

“We spend time chatting and getting to know our patients and supporting them in every way we can. Whether it be they want to talk about their mother, children or how they are feeling at this moment in their life, we are always there for them.”

“I just love my job. I have a passion for looking after our patients and their relatives,” said Sophie. “We are all trying to find time to take the patients out to a place of their choice or somewhere they can reminisce and feel happy.”

“We spend time chatting and getting to know our patients and supporting them in every way we can. Whether it be they want to talk about their mother, children or how they are feeling at this moment in their life, we are always there for them.”

“I just love my job. I have a passion for looking after our patients and their relatives,” said Sophie. “We are all trying to find time to take the patients out to a place of their choice or somewhere they can reminisce and feel happy.”

“We spend time chatting and getting to know our patients and supporting them in every way we can. Whether it be they want to talk about their mother, children or how they are feeling at this moment in their life, we are always there for them.”

“I just love my job. I have a passion for looking after our patients and their relatives,” said Sophie. “We are all trying to find time to take the patients out to a place of their choice or somewhere they can reminisce and feel happy.”
Getting away from the ward environment offers great benefits

Two innovative projects that are improving the experience which people with dementia have when receiving care at Carlton Court, in Lowestoft, have come under the spotlight.

The inpatient unit’s activities area is helping service users to enjoy music and maintain their practical skills, while the sensory garden is providing a calming space for patients and their visitors to enjoy.

The activities area offers service users the chance to get away from the ward environment to take part in hobbies such as baking, singing, painting and solving puzzles. The space is also used by occupational therapists to help assess service users.

“We first created the activities area around five years ago to offer a social and stimulating space where service users could access person-centered care away from the ward,” said Jayne Green, Ward Manager.

“Since then, we’ve worked hard to further develop it by providing activities which relate to each individual’s life history to help them reach their full potential and maintain their practical skills.

“The area makes the experience of coming into hospital easier for people by providing somewhere outside of a clinical setting where they can relax while also evolving their senses to help them reminisce.”

Occupational Therapist Debbie Pegrum works closely with Activity Assistants Alison Matthews, Wendy Beckham and Mo Marshall to engage with service users and encourage them to use the activities area.

Debbie said: “People with dementia can get distressed at times. We find the activities area really helps in those situations as offering them something to do that.

“I have worked outside all my life. I really enjoy gardening and found that working at Carlton Court really helped me,” said Cliff, 77, who lives in Beccles. “I’m now doing really well and am getting on with life and enjoying myself, taking each day as it comes. Hopefully I am proof that you can live well with dementia.”

Meanwhile outside, volunteers Pauline Elliott and Jenny Pye have been helping in the garden ever since it was redesigned by former Trust staff members Julie Kerton and Louisa Harris more than a decade ago.

Over the years, Pauline and Jenny have been joined by others, with a group of five volunteers now meeting weekly to maintain the garden’s distinct and varied areas, which include a meadow, woodland and orchard, as well as Mediterranean and sea gardens.

“We all find the garden very rewarding,” said Pauline, who lives in Lowestoft. “It gives us a lovely opportunity to work in a hospital environment and know that we are contributing just a little bit to the wellbeing of the service users there.

“The service users seem to really appreciate the garden, while relatives like to take their loved ones out of the ward environment and into the outside space. It’s lovely to know you are helping to enable them to do that.”

Among those who helped create the garden was Cliff Cook, who was a day patient at the unit. He credits it with making a massive difference to his life. “I have worked outside all my life. I really enjoy gardening and found that working at Carlton Court really helped me,” said Cliff, 77, who lives in Beccles. “I’m now doing really well and am getting on with life and enjoying myself, taking each day as it comes. Hopefully I am proof that you can live well with dementia.”

For more information about volunteering at NSFT, visit: www.nsft.nhs.uk and click on “get involved”.

The Papavero Café, which is based at Carlton Court, in Carlton Colville, has started offering events such as a monthly dementia lunch club and Italian classes, with art classes on the agenda.

The café is accessible to service users with dementia and staff are trained to deal with communication issues, disorientation and changes in mood and behaviour. It first opened in December 2016 and is run in partnership by NSFT and Papavero, a local social enterprise set up by Helen Maneghello.

Sari Kelsey, Deputy Service Manager for Adult Community Services, said: “Dementia can be a lonely condition so encouraging people living with dementia to come to the café and interact with others is beneficial for combating social isolation.

“Families and carers can bring their loved ones who are in our services to spend some quality time in a calm and safe space, which is not a clinical space.”

The café is staffed by volunteers, many of whom have learning disabilities or lived experience of mental health issues themselves.

To visit the café, go to the Carlton Court reception to be buzzed in. For more information about how to volunteer at the café and upcoming events, email: meneghello.helen@gmail.com or call: 07469 728881.
Theatre cares

A new participatory programme for people living with dementia and their carers is launching at Norwich Theatre Royal.

Theatre Cares aims to provide a safe space for people to have fun through one-off activities led by experienced practitioners. Each one will be very relaxed and set to a leisurely pace with a small number of participants, and will happen at the theatre’s Stage Two learning and participation centre.

It begins on September 4 with a Memory Sharing Letterpress Workshop. Those taking part will get the chance to use antique wooden type to design and print their favourite expressions, sayings, phrases or memories based on shared experiences.

October 2 and March 5 bring the chance to dance, socialise or just soak up the atmosphere. Time To Dance will feature music, games, dancing, and the option to dress up, while Dancing, and the option to dress up, and the option to dress up, where you will be run by Glass House Dance and feature music, games, dancing, and the option to dress up, with tea and cake too. The sessions will be run by Glass House Dance and feature themes of Hollywood musicals in October and Under The Sea next March.

Artists from the internationally renowned opera company Glyndebourne’s Raise Your Voice Project will present an afternoon of singing, storytelling and music making on November 6. Those taking part will get the chance to use antique wooden type to design and print their favourite expressions, sayings, phrases or memories based on shared experiences.

This year’s Norwich Theatre Royal pantomime Aladdin will be guests of honour for an afternoon of live music, Christmas tea and cakes. And there are two further events confirmed for February with a chance to create some art on the unlikely canvas of Bakewell tarts and the multi-sensory journey through the seasons entitled The Garden.

The Theatre Royal will also be presenting the play Still Alice on October 2-6. Sharon Small (The Inspector Lynley Mysteries, Trust Me) will play Alice Howland, a successful Harvard professor who contracts Alzheimer’s at the age of 60.

Based on the bestselling novel and film of the same name, the play examines how this affects her, her family and her work. While this production is not specifically for people living with dementia, everyone is welcome to attend.

For more information and to book, visit: www.ntr.org.uk/TheatreCares

Flower show donation boosts dementia research

Dementia research at our Trust has been given a boost thanks to a generous donation of £1,250 from Aylsham and District Flower Club.

The club raised the money at the Aylsham Show, and chose NSFT to benefit after members heard about the good work the Trust does in researching dementia.

“This is a great contribution towards our research into this condition and will assist us in finding the best treatments for people with dementia.”

Chairman Heather Monks said: “We know people with dementia and so members decided the money raised should go to researching the condition, and the Trust was recommended.”

Claire Rischmiller, Senior Research Nurse, NSFT Research and Development, said: “This is a great contribution towards our research into this condition and will assist us in finding the best treatments for people with dementia.”

NSFT has delivered and continues to deliver many dementia studies, including interventional studies, commercial and non-commercial drug trials and observational studies based on interviews and questionnaires.

Jun West, NSFT Research Development Lead for Older People’s Services, said: “We are currently working with partner universities to develop new studies into dementia care and treatment which have local and national impact.

“One project is designed to help us understand what research questions need answering. We’re running a research priority setting project which asks staff, service users and their family carers what they think are important research questions. Work is ongoing to narrow this down to the top 10 questions.”

“We are currently working with partner universities to develop new studies into dementia care and treatment.”

Anyone who would like to find out more about NSFT research projects, or register an interest for future studies, can call the NSFT Research team on 01603 978399.
An NSFT peer support worker who has battled depression and anxiety for more than three decades has written an inspirational message of hope which has been published in a special book to help others facing similar difficulties.

Ceinwen Fidler has contributed a heartfelt letter to The Recovery Letters, which features submissions written by people recovering from depression addressed to those who are currently suffering with a mental health condition. Addressed to ‘Dear you’, their aim is to provide hope and support to those experiencing difficulties and act as a testament that recovery is possible. Ceinwen wrote her letter following a challenging period in 2013, and credits it with helping her better understand what she was experiencing. She now hopes that others in a similar situation will also find it useful.

“When I wrote the letter, I had been very depressed and ill for around a year. It was one of the worst periods I have ever been through,” said Ceinwen, who lives in Norwich. “I found that talking to people who had been through similar things really helped me, and hope that the letter will do the same for someone else.

“MY MESSAGE TO OTHERS WOULD BE THAT YOU ARE NOT ALONE. IT IS OKAY TO FEEL BAD.”

Her letter touches on these low periods, but also goes on to focus heavily on her recovery. With help from close friends, NSFT’s crisis and community teams, and particularly a support worker with lived experience who she says made a big difference. Ceinwen can now recognise her triggers and warning signs and manages her mental health better, and is able to take action to prevent a relapse of her condition.

She is also using her lived experience to help others through her role as a peer support worker with NSFT – a position she has held for four years, initially with North West Central Adult Community Mental Health Team, and now with the City Adult Community Mental Health Team. Ceinwen explained: “I enjoy the variety, being able to help people, getting to know people and being able to make a difference. “The thing I like the most is when people tell you things which they haven’t been able to tell anyone else before – it’s a privileged position to win someone’s trust and for them to open up to you and feel able to say things which they wouldn’t tell their nearest and dearest.”

“I am proof that there is life after mental illness, and although I still bump along a bit and can be withdrawn at times and overactive at others, it hasn’t got more serious than that.

Continues on next page >>

“I’m still scared, but I’m walking again and I’m enjoying finding where this walk goes…”
“My message to others would be that you are not alone. It is OK to feel bad – you are a worthy person, you are unique and your life can improve, just like mine has.

“If anyone had told me I would be writing the letter in those dark days, I would not have believed them. Put simply, the impossible became possible.

**THINGS CAN GET BETTER, THE PAIN CAN EASE AND LIVING A FULL LIFE ALONGSIDE ANY TYPE OF DEPRESSION IS POSSIBLE.**

“I’m still scared, but I’m walking again and I’m enjoying finding where this walk goes. I hope the letter will encourage others to take those first steps and find a walk that is enjoyable and a life that has meaning and above all hope.”

James Witney, who edited the book, said: “Ceinwen and the other letter writers in the book have taken time to reach out to those experiencing depression because they know the pain and the isolation that this illness brings.

“Their letters send a message of hope, that things can get better, that the pain can ease and living a full life alongside any type of depression is possible.”

To read Ceinwen’s letter, visit: www.therecoveryletters.com
To buy the book, visit: www.amazon.co.uk/Recovery-Letters-Addressed-Experiencing-Depression

--- SPOTLIGHT ON RECOVERY ---

**Fact file on depression**

- An estimated 83,000 people aged between 16 and 74 in Suffolk, and a similar number in Norfolk, have anxiety or depression or both – which is the equivalent of around one person in nine.

- There is no single cause of depression. It can occur for a variety of reasons and have many triggers, including stressful life events, such as divorce or redundancy, physical illness, alcohol and drugs, and family history.

- Depression affects people in different ways and can cause a wide variety of symptoms, which persist for weeks or months and can interfere with work, your social life and family life. Such as:
  - Sadness, guilt, despair
  - Numbness, losing interest or enjoyment in things
  - Loneliness - even if you are in company
  - Anger and irritability, often without provocation
  - Loss of confidence
  - Suicidal thoughts
  - Expecting the worst and having negative or gloomy thoughts
  - Poor memory or concentration
  - Difficulty in making decisions

- Depression can also cause physical symptoms, such as:
  - Tiredness
  - Lack of energy
  - Restlessness
  - Sleep problems
  - Feeling worse at a particular time of day, usually mornings
  - Changes in weight, appetite and eating

- Treatment will vary depending on how severe the depression is, but can include talking therapies, counselling and medication.

- People can also help themselves to stay well by living a healthy lifestyle, enjoying a balanced diet and getting plenty of exercise.

**Where to get help**

Wellbeing Norfolk and Waveney and Wellbeing Suffolk offer a range of support for people who may be suffering from depression or other common mental health problems such as low mood or stress. Or you can talk to your GP.

For more information, visit: www.wellbeingnands.co.uk

--- SPOTLIGHT ON RECOVERY ---

**Recovery strategy launches**

A strategy which explains how NSFT will support people with mental health issues to develop the skills to create and maintain a fulfilling and meaningful life has been launched.

“During two events to launch the strategy across Norfolk and Suffolk people were given the chance to feedback their ideas for its implementation, as well as listen to inspirational stories from service users.

For more information about the Recovery College, which provides a range of courses and workshops to help service users, carers and staff develop their skills and understand mental health, visit: www.nsft.nhs.uk/recoverycollege”
Our Recovery Strategy sets out four priority goals, which are to:

1. Place recovery at the core of every conversation and make sure that recovery principles are central to everything our Trust does...
   Actions to include:
   • Collecting and sharing personal stories of recovery
   • Developing new workshops and encouraging more staff, service users and carers to attend the Recovery College
   • Sharing experiences of implementing recovery locally and nationally

2. Ensure co-production in decision-making at every level to promote equal partnership between service users and staff...
   Actions to include:
   • Bringing together information about involvement opportunities available at NSFT, from FT Membership to employment in peer roles
   • Establishing a network of people with personal experience of receiving care who would like to work with NSFT to improve services
   • Involving service users or carers when recruiting staff

3. Share responsibility for keeping people safe by revising the Trust’s approach to risk assessment and management...
   Actions to include:
   • Helping to embed the principle of “no decision about me, without me”
   • Moving from a risk assessment approach that focuses on deficits to a safety planning approach that emphasises strengths and assets
   • Continuing to promote carer involvement in all aspects of care
   • Involving people with lived experience of restrictive practice in reviewing risk management methods and policies within inpatient areas, including use of restraint and seclusion

4. Develop partnerships to promote meaningful living so that people with mental health problems can get involved in things which are important to them and build a life beyond illness...
   Actions to include:
   • Prioritising partnerships that provide benefits advice, finding employment, tenancy advice and support while helping people to be more involved in activities which interest them and maintain connections with others
   • Building on the success of the Recovery College by strengthening partnership working within local communities and increasing accessibility for staff, service users and supporters

“We have embraced recovery and are learning to live a fulfilling life... I’m hopeful for the future”

A Norfolk woman who has supported her long-term partner throughout his treatment for bipolar disorder has spoken of the huge benefits she has gained from attending NSFT’s Recovery College and the hope she now has for the future.

Helen Akers, who lives in north Norfolk, has cared for her partner Tom Hodges since he was diagnosed with bipolar following an admission to hospital in 2015.

She describes how she initially felt very alone, but has praised the support she has received more recently, which she credits with helping the couple lay down strong foundations for the future.

“I don’t like the term carer and prefer to describe myself as supporting my partner,” said Helen. “And in that role, I have experienced both the good and the bad. “I faced great challenges in the beginning – I felt very alone for a year and it didn’t seem like services were linking up. At one point, Tom was spiralling and becoming very dangerously unwell, but would not consent to me calling his doctor to arrange a visit.

“It was very difficult to get help from the professionals because Tom hadn’t given consent to disclose information. I found that incredibly frustrating as it seemed like keeping a person’s information confidential was more important than helping them to avoid a crisis.

“I then went to an extremely helpful Recovery College course called ‘Carers in Recovery’. I learned an awful lot – including information about patient confidentiality.

Continues on next page >>
Norfolk and Suffolk NHS FT (NSFT)

>> Continued from previous page

Particularly helpful was learning about the Caldicott Report on information sharing, in which it states that ‘The duty to share personal confidential data can be as important as the duty to respect service user confidentiality’.

“I FACED GREAT CHALLENGES IN THE BEGINNING – I FELT VERY ALONE FOR A YEAR AND IT DIDN’T SEEM LIKE SERVICES WERE LINKING UP.”

“I feel supported now and that everything is connected up. Tom and I, along with his GP, psychiatrist and community psychiatric nurse, have all built up trust and there is a flow of communication between the different agencies, which is great,” she said. “I have had to be very proactive though, and my concern is for people who are not able to do that or do not have someone to fight for them.

“There is still a way to go for us, but good progress has been made and we need to be patient. After years of being unwell, recovery will take a bit of time.

“But Tom is slowly building himself up and is putting down real bricks as the foundation for his future. That future will not be defined by ill health – it will give him the chance to learn who he is meant to be without trying to fit into someone else’s ideal of how he should live.

“We have embraced the recovery ethos and are learning to live a fulfilling life. I am hopeful for the future.”

Helen says she has seen great improvements in the support provided at NSFT since Tom was first diagnosed, and is now sharing her own experiences with the aim of helping others in the same situation.

“I feel supported now and that everything is connected up.

“Learning about the current legislation on appropriate information-sharing within NSFT has helped me enormously. I feel empowered and hopeful that I can get help for Tom before he reaches crisis point – it has removed a very real wall.”

Helen described the Recovery College courses she has attended as “outstanding”, and credits them with boosting her confidence and allowing her to advocate more effectively for 56-year-old Tom.

She has also praised the Triangle of Care initiative to which the Trust is committed, which encourages shared decision-making and involvement from service users, carers and staff, as well as providing carers with information and access to a variety of support services.

“I knew instinctively that the Triangle of Care was the right way to do things. It’s hugely important that people like me are included, especially when my partner is unable to say how he feels or to communicate what has been going on,” explained Helen. “It gives carers the chance to advocate for that person and to hear what is being said about care planning and medication, so that we are kept in the loop.

“It also says the issue of consent should be revisited frequently. This is really important as those in distress often push away the people closest to them and don’t give consent as a result, which means the carer isn’t given any information and isn’t able to help. The service user’s thoughts on consent can change regularly though, depending on how they are feeling, which is why it is vital that staff check often.”

“I FEEL SUPPORTED NOW AND THAT EVERYTHING IS CONNECTED UP.”

“BIPOLAR AFFECTS ONE IN EVERY 100 ADULTS.”

N

SFT’s Medical Director Bohdan Solomka said that anyone who had experienced periods of depression and a manic or hypomanic episode, where they feel elated and overactive, should contact their GP, who will refer to NSFT’s services, where appropriate.

A range of treatments are available, including medication, psychological therapies and education, while lifestyle changes can also help.

“BIPOLAR CAN AFFECT ANYONE AT ANY AGE AND CAUSES A RANGE OF SYMPTOMS WHICH RELAPSE AND REMIT IN EPISODES.”

A consultant with a special interest in bipolar disorder has urged anyone who thinks they may have the illness to seek help quickly so they can learn how to manage their symptoms and reduce the impact it has on their life.

“Be aware of the symptoms and ask for help

Bipolar can affect anyone at any age and causes a range of symptoms which relapse and remit in episodes,” said Dr Solomka.

“People with a bipolar disorder may have episodes where they are depressed or manic or sometimes a mixed state. When manic, the person feels elated or irritable, they have racing thoughts and do not sleep, and may make risky decisions such as overspending.

“If depressed, they feel very low, unable to enjoy anything and demotivated. They have poor sleep and may even feel suicidal. In the most severe cases, people will need to be admitted to an inpatient unit during these episodes so that they can receive medication, psychological and nursing support.

Bipolar affects around one in every 100 adults. Actor Stephen Fry has been diagnosed with the condition, while Vincent Van Gogh was also believed to have had bipolar disorder.

Every year, an awareness day takes place on 30 March – Van Gogh’s birthday – to raise awareness of the condition, fight stigma and show that those who have it are capable of achieving great things.

Dr Solomka added: ‘It’s vitally important for people with a diagnosis to take mood stabilisers so that they don’t have such huge fluctuations. We also provide cognitive behavioural therapy (CBT) to help people to recognise the early warning signs of a manic or depressed episode so that they can contact their care coordinator for immediate help to try to prevent it from developing fully.

‘However, patients can still experience some residual symptoms outside of these main episodes. They may have ongoing cognitive problems and difficulties concentrating, even when their mood has improved.

“These in themselves can cause real difficulties as they can stop people from functioning properly and going back to work. In these cases, specialist therapists such as functional remediation, which focuses on trying to help people to function more effectively, can help.”
It’s like being a foreigner without a native land...

A mental health nurse who has spent 44 years learning to live with autism has described the challenges he faces every day in the hope of increasing understanding of the impact the condition can have.

Conrad Debney qualified as a nurse in 1994 and worked at NSFT until his difficulties forced him to quit his job in 2011. He has since completed a Return to Practice course at the USA, and recently worked as a dementia trainer with the Trust. He then volunteered as a peer tutor with the Recovery College for five years, before moving on in 2018.

Conrad first began experiencing difficulties as a teenager, when he found studying increasingly difficult and developed a serious obsessive compulsive disorder which he hid from his family, friends and teachers.

Over the next 20 years, he described how his problems “snowballed” as he faced periods of severe depression and anxiety, which steadily got worse over time. Although he finally received a diagnosis of autism at the age of 33, Conrad continued to struggle and suffered a breakdown which led to his loss of his nursing registration.

“Autism is incredibly tiring as I have to think of the whole conversation all of the time,” explained Conrad. “I have to consider every bit of body language or gesture very carefully, and each night I review all of my interactions for the day.

“If I feel I have got something wrong it tortures me and I will berate myself all evening. I know it actually doesn’t matter, but still find getting something wrong intrinsically uncomfortable and utterly intolerable.

“I describe the way it feels as ‘the brillo pad effect’. The first time I make contact with somebody in the morning feels like someone has taken the top of my head off and is rubbing a brillo pad on my brain. It gets worse throughout the day and ends up being really painful. It means that I have to be very aware of my own limits and keep a check of how much I can bear and for how long. Otherwise I end up collapsing in agony.”

Conrad described how even seemingly straightforward conversations involve meticulous thought and careful consideration. He said: “Every decision has a massive impact on me and all discussions are all equally as important as what is the meaning of life.

“But nothing is obvious to me. For example, if I go into a shop and there is a choice of two counters where I could be served, I have to run through every single possible approach and interaction in my head and narrow down which option I will take. It’s like seeing 16 TV screens in my mind with all the different options available and having to choose between them in a millisecond while at the same time having an all-pervading sense that I’m going to cock things up.

“But although we can often appear very capable, in truth a lot of work is going on behind the scenes just to keep up with the rest of the human race.”

“Although I appear quite normal to other people, I find it incredibly uncomfortable. Over the years, I have just become a better actor and more accomplished at covering up that discomfort. It’s like being a foreigner in a strange land but without a native land of my own to return to.

“I started going to the NSFT Recovery College as a student and have been heavily involved as a peer tutor,” he said. “I believe passionately in recovery and have seen not just a change in me but a change in so many other people. It has enabled me to start living life on my own terms and realise that I don’t have to compromise so much with other people.

“It has helped me to embrace who I am rather than trying to dispute it. Not hiding my condition also makes the pressure off. Now my focus is on managing it and becoming better at managing it.”

Conrad hopes that sharing his story will increase understanding of autism so that people can support those with the illness more effectively and help them to reach their full potential.

“People with autism have lots of positive attributes. We are incredibly reliable and will get any job done to the highest possible standard. We are great at researching things thoroughly and fully and are very honest and can identify potential problems at an early stage because of the way we analyse things,” he explained.

“But although we can often appear very capable, in truth a lot of work is going on behind the scenes just to keep up with the rest of the human race.

“For us, our filters don’t stop us and we can come across as intimidating and offensive, but are unaware that is how we can appear. That is because people with autism are so literal that we struggle in the world where everything can mean several different things.

“But autism is no different to any other mental health problem. People need to show awareness and understanding and not feel threatened if someone does something they perceive as odd, such as stare at them in the street. Don’t make assumptions – get to know the individual and understand how they work. You’ll discover they are a person just like everybody else.

“What other people do naturally can be a huge challenge and phenomenally difficult for someone with autism. If you can appreciate that, then you can start to understand how to help and support them.”

Autism facts

• Autism is a developmental 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-clapping.
• On its own, autism is not a learning disability or 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 communication 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.
Commitment to carers recognised with second gold star

Our Trust has been awarded a second gold star in recognition of our commitment to ensuring carers are fully supported and involved in decisions about care.

The Carers Trust presented NSFT with the star for successfully achieving the second stage of the Triangle of Care. It came following a lengthy evaluation process, during which community services completed a self-assessment explaining the steps they take to involve carers. A detailed report was also submitted to the Carers Trust and a presentation took place before the application was peer evaluated and a final decision was made.

The accolade comes after NSFT was presented with its first gold star in 2015, which recognised the involvement of carers in the work of inpatient services and the Crisis Resolution and Home Treatment (CRHT) Team.

Sharon Picken, NSFT’s Participation Lead for Norfolk, said: “This is a fantastic achievement and really shows the progress, enthusiasm and support from our staff and teams across the Trust.

“Since our Trust became a member of the Triangle of Care scheme, we have been driving through culture changes to highlight the benefits of close working between clinicians, service users and carers.

“Achieving our second gold star underlines our commitment to ensuring all services and teams across the Trust can support, listen to and engage with carers to make sure that the care we provide is joined up, person-centred and of the highest quality.”

The Triangle of Care was launched in 2010 as a therapeutic alliance between carers, service users and staff. NSFT became a member of the scheme in 2014, with the aim of supporting and promoting recovery in mental health by ensuring that carers are fully involved throughout the recovery journey and able to access support, and that services value the vital role they play.

Marcus Hayward, Head of Recovery and Participation, said: “Our carer leads have been working really hard to get carer involvement on the map and I’d like to congratulate them for achieving this second gold star. There is still some way to go to ensure the carer experience consistently aligns with the standards, but this recognition shows that we are on the right path to improve Triangle of Care in practice.”

“I was made to feel involved and that my views were being heard.”

A mother who welcomed her 43-year old son back home after he was sectioned for a second time has heralded the difference which a “life-saving” carers’ initiative has made to her family.

Elizabeth and her husband Gordon invited their son Max to live with them after he was discharged from Hellesdon Hospital in early 2016 following a psychotic episode caused by schizophrenia.

She has praised the support she has received since through the Triangle of Care initiative, which is designed to make sure carers, staff and service users are all equally involved in care and treatment plans. In addition, she has also spoken of the “wonderful” change she has seen in Max over the past few months, which began when he took charge of caring for both of his parents after they were involved in a car accident.

“It was a life-saver for me, for Max and for our whole family.”

“The first time Max was sectioned in 2013, he was discharged without any ongoing support or a care plan,” said Elizabeth, whose name has been changed, together with those of her husband and son, to protect their identities. “Although it was quickly obvious to me that he was still very ill, he thought he was quite well and so wouldn’t give consent for information to be shared with me.

“As he had been discharged, staff at the hospital were unable to speak to me and told me to contact his GP, but his GP couldn’t speak to me because of patient confidentiality. I could see that Max was desperately unwell but no-one could help us. It was a nightmare watching him deteriorate like that – things could have been so different if I had been able to advocate for him.

Continues on next page >>

Elizabeth and her husband Gordon invited their son Max to live with them after he was discharged from Hellesdon Hospital in early 2016 following a psychotic episode caused by schizophrenia. She has praised the support she has received since through the Triangle of Care initiative, which is designed to make sure carers, staff and service users are all equally involved in care and treatment plans. In addition, she has also spoken of the “wonderful” change she has seen in Max over the past few months, which began when he took charge of caring for both of his parents after they were involved in a car accident.

“I was made to feel involved and that my views were being heard.”

A mother who welcomed her 43-year old son back home after he was sectioned for a second time has heralded the difference which a “life-saving” carers’ initiative has made to her family.

Elizabeth and her husband Gordon invited their son Max to live with them after he was discharged from Hellesdon Hospital in early 2016 following a psychotic episode caused by schizophrenia. She has praised the support she has received since through the Triangle of Care initiative, which is designed to make sure carers, staff and service users are all equally involved in care and treatment plans. In addition, she has also spoken of the “wonderful” change she has seen in Max over the past few months, which began when he took charge of caring for both of his parents after they were involved in a car accident.
"Max first became ill around six years ago. His marriage had broken down some years previously and he was working long hours to support his ex-wife and young son, who lived with him for much of the time. In 2012, he began self-medication with legal highs which he said made him feel better – but which his mother said led to a "catastrophic" change in his personality and behaviour.

Elizabeth added: "Max was working so hard on a minimum wage, and went without food, clothes, social life and holidays – the things that make life worth living. He became someone I didn't recognise and the fact that I couldn't help him made me feel terrible."

"I was feeling desperate but no longer feel like that, which is fantastic." "Caring for us really helped to boost Max's confidence and he is now volunteering twice a week with the Red Cross, which he loves. The accident was probably the worst thing that could have happened to my husband and myself, but was great for Max – he had no idea he could do any of those things and to achieve them has really helped improve his life."

"I still think there is more to be done in society to raise awareness of mental health, and I'd advise anyone else in my position to get in touch with their Carers’ Lead and to ask about the Triangle of Care. They have been such a help to me and I wish they had been in post when I was feeling desperate but no longer feel like that, which is fantastic."
Howard Tidman cared for his mother Pat from a young age, throughout her battle with alcoholism until her death in 2005. He feels the experience not only influenced his decision to pursue a career in healthcare, but also played a key role in shaping his passion for supporting other carers.

“At times, it was horrific,” said Howard, who is an NSFT Carers’ Lead who frequently organises carers forums to raise awareness of the support which is now available. “I would come home from school and find my mum asleep on the sofa drunk. It got to the stage where I was embarrassed to bring friends back.

“I THINK THAT KNOWING OTHER PEOPLE WHO WERE IN THE SAME SITUATION WOULD HAVE REALLY HELPED ME.”

“My mother’s alcoholism made her very unpredictable. She was either not interested or incredibly over-interested – there was no middle ground. I ended up almost being put off coming home. Instead I’d leave school and go into the city and spend two or three hours nursing a cup of coffee in a café and making it last until they turfed me out at 6pm.”

From a young age, Howard found himself juggled the demands of school with domestic chores, such as cooking and cleaning. At the time, there was no external support available for young carers. He explained: "My mum received intermittent support from alcohol services, but there was nothing for me as a young carer. I don’t think anyone even recognised that we were having to put up with so much – I just thought it was the norm. “I think that knowing other people who were in the same situation would have really helped me. Having an adult to act as a mentor rather than being left to steer my own ship would have also made a big difference, especially during my teenage years which are not an easy time for anyone.”

A carers’ champion who works for our Trust has spoken candidly about looking after his mother throughout his childhood to raise awareness of the vital role which young carers play.

GoGoHares bring out the creativity in our service users

People facing mental health challenges have been expressing their creativity by decorating two colourful leverets as part of the GoGoHares art trail taking place across Norwich this summer.

“Service users and staff from the Rollesby, Waveney, Glaven and Thurne Wards at Hellesdon Hospital have been busy creating Hope the Hare, while ‘Care Hare’ was the creation of the Hammerton Court specialist dementia unit and Sandringham Ward, both at the Julian Hospital, in Norwich.

The leverets are two of the 160 baby hare sculptures, which have been created by a variety of organisations, schools and clubs across the county and on display around the city until September as part of an art trail.

Senior Occupational Therapist Debs Agar worked with service users to create Hope, which is on display in Castle Mall.

Debs said the whole experience had been very positive for everyone involved as they explored the power of hope in recovery, especially in the area of mental health. She added: "The project is also a practical example of how, when we work together showing mutual respect and understanding of one another’s experiences, positive development and change can be achieved through having hope within ourselves and in others."

“Knowing other people who were in the same situation would have really helped me”

A carers’ champion who works for our Trust has spoken candidly about looking after his mother throughout his childhood to raise awareness of the vital role which young carers play.

GoGoHares bring out the creativity in our service users

People facing mental health challenges have been expressing their creativity by decorating two colourful leverets as part of the GoGoHares art trail taking place across Norwich this summer.

“Service users and staff from the Rollesby, Waveney, Glaven and Thurne Wards at Hellesdon Hospital have been busy creating Hope the Hare, while ‘Care Hare’ was the creation of the Hammerton Court specialist dementia unit and Sandringham Ward, both at the Julian Hospital, in Norwich.

The leverets are two of the 160 baby hare sculptures, which have been created by a variety of organisations, schools and clubs across the county and on display around the city until September as part of an art trail.

Senior Occupational Therapist Debs Agar worked with service users to create Hope, which is on display in Castle Mall.

Debs said the whole experience had been very positive for everyone involved as they explored the power of hope in recovery, especially in the area of mental health. She added: “The project is also a practical example of how, when we work together showing mutual respect and understanding of one another’s experiences, positive development and change can be achieved through having hope within ourselves and in others."

“Knowing other people who were in the same situation would have really helped me”

A carers’ champion who works for our Trust has spoken candidly about looking after his mother throughout his childhood to raise awareness of the vital role which young carers play.
Improving the facilities from which we provide care for the benefit of patients and their families.

Environmental improvements roll out across the whole Trust

“A Norfolk MP has praised our staff for working hand-in-hand with service users to create ‘fantastic’ and inspirational artwork which was showcased during an exhibition earlier this year.

North Norfolk MP Norman Lamb spent some time admiring paintings, drawings, sculptures and music at the ‘Expect Sunshine’ exhibition, which featured work by past and present service users from the Rollesby Ward and was held at Hellesdon Hospital.

After meeting staff and service users who took part in the project, he said: “It is great to see patients express themselves creatively as part of their therapy and the results are fantastic.”

“I have great admiration for the staff at NSFT who have pursued this initiative and this exhibition shows what can be achieved by people with mental ill health working with dedicated therapists.”

The two-week exhibition was organised by Occupational Therapist Clara Price and former Art Psychotherapist Jake Whitbread, who worked with service users on the psychiatric intensive care unit.

Its aim was to highlight the potential of art therapy and how it can benefit people who find it difficult to clearly communicate their own thoughts, feelings and emotions, in turn helping them make progress on their recovery journey.

Clara said: “It’s brilliant to see our patients’ work on display and being seen by so many people. We’ve received so many comments and compliments which we’ve passed on to patients. Having this exhibition really motivated them to work on something meaningful to put on display that they can be proud of.

“Working in collaboration with Jake has been wonderful to incorporate art therapy with occupational therapy and come up with something positive which we would like to use to work on future projects.”

Norfolk and Suffolk NHS FT (NSFT) Insight | Spring/Summer 2018

Inspiring art exhibition encourages people to ‘Expect Sunshine’

NSFT is encouraging people following the art trail over the summer to “s’hare” its baby GoGoHares on social media to show their support for people living with mental health conditions by posting selfies with the hashtag #NSFThares

“IT’S BRILLIANT TO SEE OUR PATIENTS’ WORK ON DISPLAY.”

Donna Townshend, Senior Occupational Therapist at Hammerton Court, said: “Giving older people living with dementia, depression and anxiety opportunities to take part in creative and social activities is among a number of life-enhancing treatments we offer.

“Such activities play an important part in their physical, mental and emotional wellbeing. Encouraging our patients to get involved in painting our very own baby GoGoHare was too good an opportunity to miss, and they responded so well to it. There was such a good vibe – it was really touching to see.”

When the trail has finished, Hope the Hare and Care Hare will return to Hellesdon Hospital and the reception area at Hammerton Court, where people can continue to enjoy the artwork and the messages of hope and caring they represent.

“INSIGHT ON IMPROVING SERVICES TOGETHER”

Environmental improvements roll out across the whole Trust

Insight | Spring/Summer 2018

Improving the facilities from which we provide care for the benefit of patients and their families.

Read more on page 44
Trust’s signs up to zero suicide ambition

Our Trust has given its backing to a new national campaign which supports the ambition of creating a world where suicide does not exist.

The Trust has joined the Zero Suicide Alliance (ZSA), which is a coalition of like-minded NHS organisations, emergency services, local government, charities, large employers and community groups, who are all committed to raising awareness of suicide prevention.

By working closely together, the coalition hopes to share good practice and improve the support available for people contemplating taking their own life so that everybody knows where to go for help or what to do if they meet someone who is suicidal.

As part of its commitment to the initiative, NSFT has also pledged that every member of staff – including those working in non-clinical roles – will complete suicide prevention training. This will provide them with the necessary skills to approach people who may be having suicidal thoughts, as well as helping them access further support.

Our Trust’s backing for the project comes in addition to our five-year Suicide Prevention Strategy, which launched in 2017. The strategy underlines NSFT’s commitment to consistently deliver the fundamental aspects of safe care, such as training, learning from events, ensuring seven-day follow-up from inpatient services and providing safe environments and services which meet the needs of the community.

Antek Lejk, NSFT Chief Executive, said: “Our Board is fully committed to this incredibly important aspiration. “But this is much bigger than just concerning people using mental health services – around 70% of people who take their own life will not have tried to access mental health services. So we need to work together within our communities to have a greater understanding of the issues surrounding suicidal thoughts and behaviours.”

Liz Howlett, who was appointed as our Trust’s Suicide Prevention Lead in early 2017, said: “We are proud that NSFT has joined the Zero Suicide Alliance, which has been set up to raise awareness of the fact that every death is preventable if we all work together.

“Suicide has a devastating impact on families and communities, but it remains something we have a limited understanding of and struggle to talk about openly. That is why initiatives like this are so important – by raising awareness of suicide, we can also give people the confidence to approach someone if they are concerned about their behaviour. This could make a real difference to someone when they are at their most vulnerable.

“It is also vitally important that people know where to go for help when they need it. As part of our commitment to this project, we will be looking at our crisis plans to make sure that people leaving our services know where to go if they get into difficulties again. This could include a range of different options, such as the Samaritans, Men’s Sheds or some of the services run by our Trust.

“Joining the alliance also means we will be able to share our knowledge and learn best practice from others around the country, in turn strengthening the way all organisations work together to reduce suicide within our community.”

For more information on the Zero Suicide Alliance, visit: www.zerosuicidealliance.com

Ambitious £40m improvement plan unveiled

Norfolk and Waveney Sustainability and Transformation Partnership (STP), of which our Trust is a partner, has applied to the Department of Health (DH) for funding to create a new facility at Hellesdon Hospital. The plans currently propose up to four wards, each with up to 20 beds, replacing the 49 beds acute beds currently at the site.

The bid is being led by our Trust. If successful, it would pave the way for a new model of care based on three tiers – assessment, treatment, and rehabilitation and recovery – leading to better outcomes and a reduced length of stay for service users.

The state-of-the-art unit would also boast improved facilities, such as a physical health clinic, large external courtyards and dedicated therapy areas, which would include activity and group rooms, occupational therapy workshops and a gym.

If the DH accepts the outline bid, the STP will develop the proposals in more detail in partnership with service users and carers, mental health staff, Governors and colleagues in the third sector and in primary care. These plans would then be reviewed by NHS Improvement and require final approval from the DH later this year.

If given the go-ahead, building work could begin in late 2019 and be complete by summer 2021.

Julie Cave, NSFT’s Managing Director, said: “The STP regards this scheme as one of its top priorities and it gives us an opportunity to replace outdated wards and outpatient clinics with state-of-the-art facilities.

“In order to deliver a more modern and safe mental health service for local people, it is essential that we continue to invest in improving facilities for our service users. This scheme would see the replacement of three wards – Glaven, Thurne and Waveney – which are 30 years old and have many rooms which are not up to the standards we believe our service users deserve.

“These plans will also enable us to fund a future-proof inpatient services in the longer term, should we continue to see demand increase and if a need for more beds is identified and their staffing funded.”

The new development would be the first phase of a planned redevelopment of Hellesdon, which could also see a mental health training centre created for other organisations such as the police, social service and ambulance staff, as well as primary care facilities, a wellbeing hub and café.

The STP is expected to learn the outcome of its £38m bid in November. The remaining £2m for the project would be provided by NSFT from the proceeds of selling a disused football pitch at the Hellesdon site.

An ambitious £40m plan to improve mental health facilities in Norfolk by replacing three adult mental health wards with a new, purpose-built unit has been unveiled.

N

orfolk and waveney sustainabil

ity and transformation

partnership (stp), of which our trust is a partner, has applied to the department of health (dh) for funding to create a new facility at hellesdon hospital. the plans currently propose up to four wards, each with up to 20 beds, replacing the 49 beds acute beds currently at the site. the bid is being led by our trust. if successful, it would pave the way for a new model of care based on three tiers – assessment, treatment, and rehabilitation and recovery – leading to better outcomes and a reduced length of stay for service users.

the state-of-the-art unit would also boast improved facilities, such as a physical health clinic, large external courtyards and dedicated therapy areas, which would include activity and group rooms, occupational therapy workshops and a gym.

if the dh accepts the outline bid, the stp will develop the proposals in more detail in partnership with service users and carers, mental health staff, governors and colleagues in the third sector and in primary care. these plans would then be reviewed by nhs improvement and require final approval from the dh later this year.

if given the go-ahead, building work could begin in late 2019 and be complete by summer 2021.

julie cave, nsft’s managing
director, said: “the stp regards this scheme as one of its top priorities and it gives us an opportunity to replace outdated wards and outpatient clinics with state-of-the-art facilities.

“in order to deliver a modern and safe mental health service for local people, it is essential that we continue to invest in improving facilities for our service users. this scheme would see the replacement of three wards – glaven, thurne and waveney – which are 30 years old and have many rooms which are not up to the standards we believe our service users deserve.

“these plans will also enable us to fund a future-proof inpatient services in the longer term, should we continue to see demand increase and if a need for more beds is identified and their staffing funded.”

the new development would be the first phase of a planned redevelopment of hellesdon, which could also see a mental health training centre created for other organisations such as the police, social service and ambulance staff, as well as primary care facilities, a wellbeing hub and café.

the stp is expected to learn the outcome of its £38m bid in november. the remaining £2m for the project would be provided by nsft from the proceeds of selling a disused football pitch at the hellesdon site.

an ambitious £40m plan to improve mental health facilities in norfolk by replacing three adult mental health wards with a new, purpose-built unit has been unveiled.

“these plans will also enable us to fund a future-proof inpatient services in the longer term, should we continue to see demand increase and if a need for more beds is identified and their staffing funded.”

the new development would be the first phase of a planned redevelopment of hellesdon, which could also see a mental health training centre created for other organisations such as the police, social service and ambulance staff, as well as primary care facilities, a wellbeing hub and café.

the stp is expected to learn the outcome of its £38m bid in november. the remaining £2m for the project would be provided by nsft from the proceeds of selling a disused football pitch at the hellesdon site.

an ambitious £40m plan to improve mental health facilities in norfolk by replacing three adult mental health wards with a new, purpose-built unit has been unveiled.
Exciting project to transform mental healthcare in west Norfolk is underway

A £4m project to transform and improve mental healthcare in West Norfolk while expanding the range of services available to support patients within the community has begun.

Once complete, the project will bring a large part of the adult secondary mental health services in the town onto a single site, at Goodwin’s Road, making them easier for people to access. Our Trust has contracted local company SEH French to build the new 16-bed inpatient unit at Chatterton House, in King’s Lynn, as well as refurbishing existing outpatient facilities.

A connecting area will be built between two existing empty wards and the whole space completely refurbished to the highest standards. The work began this summer, with the site now cleared and piling added so that the foundations for the new build can be laid.

Pauline Davies, our West Norfolk Locality Manager, said: “We are delighted that work has now begun on this important project which will truly integrate adult mental health services from the site. This means that people who have been discharged following inpatient care will be able to return to the same building to access community services, offering all-important continuity of care.

“The refurbishment has given us an excellent opportunity not only to improve the facilities from which we provide care, but also introduce additional services for the benefit of patients and their families. This will include a new day treatment service which will give clinicians more choice about the best way to support service users while ensuring more people can access the care they need within the community following an admission to an inpatient unit.”

The Chatterton House plans were developed in consultation with service users, NSFT clinicians and West Norfolk Clinical Commissioning Group (CCG), working in collaboration with Norfolk and Waveney STP. The capital project has been paid for with NHS national funding.

The new unit will offer state-of-the-art, en-suite single room facilities for men and women with a variety of mental health conditions, such as depression and bipolar disorder. Once the project is complete in spring 2019, ‘alternatives to admission’ services will continue to be developed including day treatment services. Inpatient facilities and the Crisis Resolution and Home Treatment Teams, which are currently based at the Fermoy Unit on the Queen Elizabeth Hospital site, will also transfer to Chatterton House.

John Webster, Accountable Officer for West Norfolk CCG, said: “This project is going to make a tremendous difference to west Norfolk service users and their families. It is nice to see it finally taking shape.”

*Exceptions to this are services at the Fermoy Unit on the Queen Elizabeth Hospital.

The project has been paid for with NHS national funding. Work has also taken place to reduce ligature risks to improve safety for service users and staff.

“Another opportunity not to be missed is the chance to provide care while also introducing ‘alternative to admission’ services which will give clinicians more choice about the best way to support service users while ensuring more people can access the care they need within the community following an admission to an inpatient unit.”

The project has transformed the care environment from which we deliver care so that it better meets the needs of our service users, while also improving the experience they have while undergoing rehabilitation. It is also allowing our staff to do their jobs more effectively and efficiently.

“It also allows our staff to do their jobs more effectively and efficiently.”

“In addition, it has given us more clinical space which will help us to better meet the physical and mental health needs of our service users as we prepare them for life outside of a hospital setting.”

“Our fantastic staff team have been part of this valuable piece of work.”

The work, at the Suffolk Rehabilitation and Recovery Service (SRRS) in Foxhall Road, Ipswich, has come as part of an ongoing programme to improve the environments from which NSFT provides care while also reducing risk to service users and staff. Taking place over 20 weeks, it has seen the unit’s 10 bedrooms improved and toilet and bathroom facilities upgraded. Clinic rooms have been fitted with new floors and completely refurbished to meet modern standards, while extra clinical space has also been created, including a family room and dedicated area which will focus on physical health.

“O UR FANTASTIC STAFF TEAM ARE PROUD TO HAVE BEEN PART OF THIS VALUABLE PIECE OF WORK.”

Work has also taken place to reduce ligature risks to improve safety for service users while they receive care for long-term mental health conditions. In addition, completion of the project means that three beds at the unit which were temporarily closed while the work took place have reopened, allowing patients to receive the care they need closer to home.

Martyn Kemp, Ward Manager at SRRS, said: "This modernisation project has transformed the environment from which we deliver care so that it better meets the needs of our service users, while also improving the experience they have while undergoing rehabilitation. It is also allowing our staff to do their jobs more effectively and efficiently."

"In addition, it has given us more clinical space which will help us to better meet both the physical and mental health needs of our service users as we prepare them for life outside of a hospital setting.”

“Our fantastic staff team are proud to have been part of this valuable piece of work.”

The project comes following a redesign of SRRS’s model of care in 2015, which saw it change from being regarded as a ‘home for life’ to focus more on rehabilitation, recovery and promoting living outside of the hospital setting. As a result, average length of stay has been reduced significantly, while every long-stay service user has been discharged and is receiving the support they need to live independently in the community.

£300,000 refurbishment improved experience of care for our service users

An inpatient unit for people in Suffolk with complex rehabilitation needs has been modernised and upgraded thanks to a £300,000 refurbishment project.
More patients to benefit as valuable service expands

A specialist team which assesses and treats people with mental health issues when they attend an acute hospital is now able to offer faster help to more patients after the service more than doubled in size.

Our Mental Health Liaison Service, based at the Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH), has increased its staffing from 13 to almost 30. It comes following local investment and as part of the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

Antek Lejk, our CEO and lead for the STP’s Mental Health Workstream, said the expansion was an example of how collaborative STP working was ensuring the right services were available to people when they needed them the most.

“The additional funding has allowed us to develop a more robust service for people with mental health issues who arrive at the hospital for treatment, as well as reaching more patients every year,” he said.

“The service provides patients with safe, high quality and responsive care, and this closer partnership working is vital to ensuring people are seen in the whole and that their mental health as well as their physical health needs can be supported immediately.

“We are also delighted that NSFT and NNUH are now jointly funding the new Matron post for the team, to enable the service to function better across the hospital while increasing support for NNUH staff who are caring for patients with mental health issues.”

The team is responsible for assessing patients with mental health problems who come to hospital with physical health needs. Their aim is to see patients quickly so that they can either return home safely, be referred on to other NSFT services or receive the right support for their mental health needs during an admission for a physical health problem.

The expansion will enable the team of nurses, psychiatrists, psychologists and assistant practitioners to continue providing 24-hour cover across the hospital while also managing increasing demand. In addition, it will ensure they can respond to referrals from the Emergency Department within one hour, in line with national guidance.

The team also delivers training to NNUH staff, to enhance their awareness of common mental problems. In addition, it is working closely with the hospital’s Dementia Support Team to ensure those who access services can only see the team growing.

“The Mental Health Liaison Service is a developing team and a fabulous opportunity to receive person-centred, holistic assessment and care at the right time.”

Amy Eagle, Operational Director for Women’s and Children’s Division and NNUH Mental Health Lead, said: “Treating patients’ physical health and mental health together is really important, and the expansion of this service will be of massive benefit to the local community needing this joined-up service.

“The service aims to provide specialist and timely assessments of mental health need across all clinical areas at NNUH. Its expansion of the service demonstrates the local commitment to ensuring that patients who access services at NNUH but who also have a mental health need are given every opportunity to receive person-centred, holistic assessment and care at the right time.”

“A career in mental health was always on the cards for me. I joined the Trust as a student nurse in 1984 and have been here ever since, undertaking various roles including acute adult inpatient services, governance, the Norfolk Recovery Partnership and being a matron for the past 11 years.

“Going forward, I want the team to focus more on qualitative improvements in addition to achieving the key performance indicators.”

Jenny Thurston, Matron and Head of Clinical Practice, NSFT Mental Health Liaison Service at NNUH
New base for community mental health services

Service users in Norwich are now receiving community mental health services from more modern, easily accessible premises following a £600,000 refurbishment project.

Our Trust has invested the money redesigning the decommissioned Henderson Ward, at the Julian Hospital, in Bowthorpe Road, into a new base for the city’s three community mental healthcare teams.

The work has seen a fully-functioning clinic room created, where staff can carry out treatments and physical health checks, as well as a large space for group therapy and training. Space has been allocated for patient consultations, while a new waiting room and reception area have been added, complete with TV screens which provide information about the Recovery College, as well as upcoming courses and events.

The new unit, called The City Anchorage, means that city-based community staff who were previously spread across two sites can now work more effectively and from the same base. The site is also easier for service users to access, as the Julian Hospital is more central to the city and can be reached via several main routes.

The relocation has also seen additional staff recruited to fill vacancies and help further improve the quality of the service provided to patients receiving mental healthcare within the community.

Elizabeth Smith, Acting Service Manager with Adult Community Services, said: “We are delighted with our new, redesigned and refurbished base. It is helping us to further improve the services we provide to service users, while also ensuring they are delivered from the best possible environment.

“Our new HQ means we are now able to start offering more group sessions and improve recovery rates, while we also have access to all our consultants, if needed. It also includes a treatment room so that our staff can better support and monitor the physical health needs of our service users.

“The City Anchorage is also much more central than our previous bases, which has brought care closer to home for a lot of people and made it easier for them to access.” Further improvements are planned at The City Anchorage over the coming months, including installing a self-check-in system to increase autonomy and privacy for service users.

Ambitious improvement plans revealed for Suffolk services

Our Trust has unveiled ambitious plans to improve mental health services in west Suffolk by rebating current services to a purpose-built ‘public service village’ in Bury St Edmunds.

The project would see mental health and wellbeing services, which are currently provided in two outdated premises in Hospital Road, move to the village, in Western Way, by 2022. The aim would be to give local people easier access to a wider range of services, shorter waiting times and improved clinical outcomes, while also reducing running costs for the taxpayer.

St Edmundsbury Borough Council is leading the project to create the public service village, which would bring together public, health and community services from one site.

Julie Cave, NSFT Managing Director, said: “Many of the community services we provide in Hospital Road are based in old hospital wards which are no longer fit-for-purpose and offer little, if any, opportunity for integrated working with other services within the Trust and key partner organisations.

If the scheme progresses, our Trust’s west Suffolk integrated Delivery Team (IDT), which provides a range of specialist community mental health services, as well as maintenance and transport staff and those working for Suffolk Wellbeing, would relocate.

If given the green light, staff, NSFT Governors, service users and carers will be closely involved in further developing the plans.

“We’re proud of our team... we work well together to provide the highest standards of care”

A team dedicated to caring for service users with chronic mental illnesses have spoken of the satisfaction they gain from building long-term relationships with the people on their caseload and providing a consistent service on which people can rely.

Nicole Crabtree, Community Team Manager, said: “We are proud of our team, and feel we work well together to ensure the service users in our care, together with their families, benefit from the highest standards of care.

“The people we work with are never likely to be discharged. Our staff will visit them at home to give anti-psychotic injections, where appropriate, or to check that they are taking their clozapine tablets correctly. This is vitally important, as these drugs can have a big impact on quality of life by helping to counteract some of the distressing symptoms people with schizophrenia or bipolar experience, such as hearing voices and hallucinating.}

“WE RECEIVE REALY POSITIVE FEEDBACK FROM OUR SERVICE USERS.”

Continues on next page >>

48 Norfolk and Suffolk NHS FT (NSFT)

Insight | Spring/Summer 2018 49
Response car celebrates success

A service which takes expert help and peer support directly to people who are facing a mental health crisis is proving a success after helping save 17 lives in 19 months.

The Community Response Team launched in October 2016, and sees four special response cars, manned by experienced volunteers, attending incidents in Norfolk and Waveney which involve veterans with mental health problems.

The service - formerly the Veteran’s Response Service - has had a big impact so far, helping 17 people who were about to take their own lives.

The team is run by Walnut Tree Health and Wellbeing, and gives individuals the chance to receive peer support, as well as assistance to access other services which may be able to help. Wherever necessary, specialist teams from NSFT will also assess the individual and refer them for additional help for their mental health.

The overall aim is to keep people out of the cells and help them get any further support they may need, such as help with housing or employment issues or drink or drug problems.

The service was the branchchild of army veteran and Walnut Tree founder Luke Woodley, who pieced his life back together after developing post-traumatic stress disorder (PTSD) because of his experiences in the field. He said: “We are absolutely delighted that the partnership has already had a significant impact on the lives of scores of veterans from across Norfolk and Waveney.

“Before we launched the service, these people would have relied on health services such as NHS 111 or the Emergency Department by sending our crews out instead, we are helping to reduce pressure elsewhere in the system.

“We also work with people to help educate them about how to manage a crisis better, which leads to many finding they no longer need to call us as we’ve helped them to develop the skills they need to cope at home.

“We are very grateful for all of the support we have received so far, and are delighted that the service is making a real difference to scores of people when they are at their most vulnerable.”

Denise Grimes, who has worked for NSFT since qualifying as a mental health nurse around 30 years ago, has been appointed as Head of Quality Improvement. She will work across both Norfolk and Suffolk.

Denise is helping to map and share information on the quality initiatives already taking place across NSFT, which include improving the way service user care plans are put together, reducing ligature risks, and doing more to look after the physical health needs of service users.

Initially, she plans to visit teams across NSFT to find out more about the specific quality improvement projects taking place, as well as hearing about the challenges they face. She will also be connecting with and visiting other trusts across the country to learn how they have embedded quality improvement programmes and improved outcomes for service users and carers.

“New Head of Quality Improvement appointed

Our Trust has created a new Head of Quality Improvement role as part of its continued drive to improve the services it provides for service users and carers.

“We all want the same thing – to provide the very best care for service users,” said Denise. “Now we need a focused effort to make certain we have the systems, processes and structures in place to enable us to do that. My new role aims to help us achieve those goals.”

“WE ARE COMMITTED TO CONTINUING QUALITY IMPROVEMENT IN EVERYTHING WE DO.”

Improving safety in our buildings

Safety at all of our Trust’s inpatient units continues to improve thanks to a major £2.2m project to remove more than 1,000 potential ligature risks across all of our facilities in Norfolk and Suffolk.

The extensive initiative has seen any fixtures which were identified as being a high or medium risk either removed or upgraded to anti-ligature versions.

All 37 of our inpatient wards were reviewed, with work carefully planned so that it did not affect privacy or dignity while maintaining the same facilities for the benefit of service users.

Mark Kittle, Head of Strategic Estates and Maintenance Services, led the project. He said: “Our ultimate aim has been to improve safety and reduce the risk to service users as much as we possibly can.

At the same time, we have also brought all of our Trust’s estates, regardless of their age or design, up to the same standards.

In addition, work on a £300,000 improvement and modernisation project at the Suffolk Rehabilitation and Recovery Service has recently been completed, while our section 136 suite at the Ferry Unit, in King’s Lynn, has been upgraded and extra staff recruited so that the suite can accept patients around the clock.

Upgrades and improvements have also taken place on the town’s Churchill Ward, and have helped to create a calming and peaceful environment. A new seclusion room has also been created to provide a safe and appropriate place for patients to de-escalate after an incident.
New nurses graduate through NSFT’s ‘grow your own’ scheme

Our Trust is championing ‘grow your own’ learning to develop our existing staff and offer them an alternative route into a nursing career.

Ten NSFT staff became mental health nurses late last year after successfully completing an 18-month work-based learning programme and graduating with a degree in mental health nursing from the University of Suffolk, in Ipswich.

A second cohort – of 13 students – began the course and are due to qualify this October.

The course involves spending two days-a-week as a student nurse learning theory, and the rest of the time putting this into clinical practice while continuing with their job at NSFT. Staff who have a healthcare foundation degree and work in Band 1 to 4 positions, and who may not have been able to access the conventional student pathway, can apply for the programme.

The newly-qualified staff are now working in a range of services across NSFT, including secure inpatient wards, older person’s services and in specialist teams such as the Crisis Resolution and Home Treatment Team.

Dawn Collins, Director of Nursing, Quality and Patient Safety, said: “The work-based learning course is a great way for people to enter into a career in nursing, if the conventional three-year degree is not an option for them. There is a shortage of registered nurses nationally, not only in Norfolk and Suffolk, which is an issue and unfortunately there is no quick fix. However, we do have ways of resolving it in the medium term, such as work-based learning, which is a really positive route to encourage nurses into our workforce.”

Kim Boggan, NSFT’s Talent for Care Lead, said: “It is challenging working full-time and studying for a degree, but we find students who undertake this sort of studying really benefit. It is vitally important that our Trust grows its staff, gives them opportunities and develops them to choose one of the many career pathways mental health can offer.”

The cohort which is due to qualify later this year will be the last group to complete the work-based learning course, which is being replaced by the nursing apprenticeship degree.

“If you’re committed to making a difference, it can really transform the care you provide”

Maria Gladych says she has developed a much deeper understanding of the impact which mental health issues can have on people’s lives thanks to the work-based learning programme. The 30-year-old, who has spent the last 13 years working for NSFT as an assistant practitioner, has now moved to the Dragonfly Unit, the Trust’s specialist children and young people’s unit, after earning a first class honours degree in mental health nursing. “I am not a naturally academic person so my biggest challenge was the written work,” said Maria, who lives in Norwich. “However, whenever I asked for help I received tremendous support and advice and I actually ended up enjoying writing my dissertation!”

“Even after working in mental health for over a decade, I continue to have a passion for understanding what mental health is, what it means to people and what can help and hinder it.”

“I strongly believe that good mental health, like physical health, is crucial for us to be able to live our lives fully and to our full potential. I also believe that this is something that can be achieved by anyone, but sometimes this requires support from others.”

“I care for those who are having a difficult time with their mental health and support them in finding their own way of achieving a level of mental wellness that allows them to live a life they are happy with.”

“Completing a course like this really opens up opportunities for you as a practitioner and if you’re invested and committed to making a difference, it can really transform the care you provide to service users and carers.”

Continues on next page >>
Danny Wilcox has spoken of his gratitude at being given the chance to “broaden his horizons” and learn vital new skills – all while continuing to work in a job he loved.

The former activities assistant joined the Trust 12 years ago having previously managed an outdoor activities company. He has not looked back since, first completing a foundation degree at University Campus Suffolk while working as an Assistant Practitioner, before taking on the work-based learning programme.

He is now a nurse on the Sandringham Ward at the Julian Hospital in Norwich, which provides care for older people.

“I moved to NSFT as I wanted a better work / life balance and more opportunities, and was looking for something which would be a complete contrast but would allow me to continue working with people,” said Danny.

“I arrived with limited qualifications as I had never been very academic, but was given the opportunity to complete a year-long vocational related qualification through Lowestoft College, which opened the door for me to study for a degree.

“I’m really grateful to NSFT – the Trust has opened up lots of different opportunities for me. Work-based learning has given me a wonderful opportunity to learn while doing a job I really enjoy.

“It’s also broadened my horizons and put me in a better position to be able to support people effectively. I am also appreciative of the support from the NSFT Talent for Care team, University of Suffolk and my colleagues on Sandringham Ward.

“I would recommend nursing as a career, and would advise anyone thinking of going into healthcare to work across as many different disciplines as they can so that they can find something which really suits them and that they’ll enjoy.”

Work with 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 via our microsite, Twitter feed and Facebook page.

An exciting range of career choices across Norfolk and Suffolk are available for people to view via the @NSFTjobs Twitter account, microsite and Facebook page.

Available at nsft.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
• A link to our Facebook jobs page
• Details of upcoming recruitment fairs and events
• Highlights of our innovative Newly Qualified Academy
• Information on apprenticeships, work experience and temporary positions

“I really enjoy my job as an OT – it’s varied and rewarding”

An Occupational Therapist (OT) who specialises in supporting adults with acute mental health difficulties to regain their independence, enjoy hobbies and complete daily activities has described the satisfaction she gains from helping people.

Febi Sayi works as a senior OT on the Poppy Ward, at Woodlands, in Ipswich. Her role sees her liaise closely with colleagues to support service users with acute mental health conditions, such as depression and schizophrenia, help them develop their functional abilities and engage in meaningful occupations.

Febi will assess patients following their admission, analysing their strengths and weaknesses using a special screening tool before working with the individual to draw up a plan of support tailored to meet their needs. This could include practical help to enhance their daily living skills, therapeutic support in a group setting or on a one-to-one basis or assistance to develop healthy habits and help them use coping strategies.

“We look at the whole person as an individual.”

Alongside her OT colleagues, Febi will regularly reasses patients during their admission and revise the personal goals set at the beginning of their treatment to reflect the progress they have made.

Continues on next page >>
I was offered the chance to train as an OT, I realised that it would link really well with the skills I’d developed during 15 years as a teacher. I have also trained as a systemic family practitioner and am using these skills during my interventions. My other passion is equality and diversity and I am a coordinator for Suffolk East.”

Lindsey Loutt, Allied Health Professional Lead for NSFT and an Occupational Therapist with more than 25 years’ clinical experience in mental healthcare, said: “OT is vitally important, as it provides practical support to empower people towards recovery while overcoming barriers which prevent them from taking part in the activities which matter to them.

“Occupational therapy support can make a real difference, giving people a renewed sense of purpose, opening up new horizons and changing the way they feel about the future.”

Occupational therapists are the only registered profession qualified to work across mental and physical health and in NHS and social care settings, which means they are uniquely placed to see the whole person holistically. At NSFT, OTs work across all services.

“I didn’t know much about the role of an OT before I moved to the UK, as in Africa it is not a well-known profession. But as soon as I started to research the job after I was offered the chance to train as an OT, I realised that it would link really well with the skills I’d developed during 15 years as a teacher. I have also trained as a systemic family practitioner and am using these skills during my interventions. My other passion is equality and diversity and I am a coordinator for Suffolk East.”

Lindsey Loutt, Allied Health Professional Lead for NSFT and an Occupational Therapist with more than 25 years’ clinical experience in mental healthcare, said: “OT is vitally important, as it provides practical support to empower people towards recovery while overcoming barriers which prevent them from taking part in the activities which matter to them.

“Occupational therapy support can make a real difference, giving people a renewed sense of purpose, opening up new horizons and changing the way they feel about the future.”

Occupational therapists are the only registered profession qualified to work across mental and physical health and in NHS and social care settings, which means they are uniquely placed to see the whole person holistically. At NSFT, OTs work across all services.

“IT IS A VERY HOLISTIC APPROACH WHICH INVOLVES A LOT OF ENGAGEMENT WITH PATIENTS, WHICH I FIND REALY VARIED AND REWARDING.”

Long-serving nurses help the NHS celebrate its 70th in style

Two long-serving nurses from our Trust visited Westminster Abbey this summer to take part in a special ceremony celebrating the 70th anniversary of the NHS.

Karen Dye, who works for our Children’s, Families and Young People’s Services at Mary Chapman House in Norwich, and Patte Manners, who is based on Willows Ward at the Woodlands Unit, at Ipswich Hospital, took part in the service of thanks in July. They were joined by Managing Director Julie Cave, who has 32 years’ service with the NHS.

Karen, 55, has been a nurse for 35 years and spent her entire professional career in Norwich after qualifying from the old Broadland School of Nursing, which was based at Hellesdon Hospital.

“It was a real honour to be invited to such a high-profile service,” she said. “I am a big fan of the NHS and can’t imagine working anywhere else. I think many people take the NHS for granted. I hope that NHS70 gave us all time to reflect on what a wonderful institution it is and appreciate it more.

“I AM A BIG FAN OF THE NHS AND CAN’T IMAGINE WORKING ANYWHERE ELSE.”

“Although I’ve spent my whole career in mental health in Norwich, I’ve had a great variety of jobs in that time, and I still enjoy it.

“However, things have changed – nursing is more pressurised these days and has become more target-driven. Earlier in my career, patients spent more time in hospital than they do now and I can remember driving them to the beach in a minibus during the summer. Sadly, I think that to a certain extent, we’ve lost that personal touch.”

Continues on next page >>
Five decades of service for our dedicated nurse Caroline

As the NHS celebrated its 70th anniversary this summer, a King’s Lynn woman celebrated a health service milestone of her own after clocking up 50 years’ service as a nurse.

Caroline Britton, who works for our Trust, began her nurse training on 6 May 1968. After paying for board and lodgings, she was left with £6 a month to live on in central London. But she hasn’t looked back since and, despite spending five decades in the profession, has no plans to stop, or even slow down.

“I love it!” said Caroline, who now works four days a week in a memory clinic for patients with a diagnosis of dementia. “I enjoy getting up in the morning and going to work. I like the people I work with and it’s a rewarding job.

“When I get amazing feedback, it’s really satisfying. Recently, the daughter of one of my patients said that I deserved a gold medal for nursing, which was lovely. “I went into nursing with six O-levels but I’ve spent my entire career working on mental health wards in Ipswich with older people, including at the old St Clements Hospital, and have seen so many changes over the decades.

“When I started out, we had 32 patients on the ward whereas now on Willows we have 22. We didn’t have computers or hoists to lift patients, so had to do it manually in pairs. However, we were happy in our work and able to have a laugh. We were very concerned about the work and able to have a laugh.

“Jill Robinson, who now retired this summer after four years with the Trust.

Caroline has recently returned from a yoga retreat in the south of France, is a member of the running club at Chatterton House, in Goodwins Road, where she is now based, and recently took part in the NHS70 parkrun. She also goes to classes at the gym and has not been to her GP for 20 years.

She recently met up with nurses from all over the world, including the United States, Canada and Australia, who started their training together 50 years ago. She is the only one still working.

“Caroline has always been very passionate about her work and providing the best quality of care to her patients,” said Dee Hart, Deputy Service Manager for the NSFT Older People’s Service at Chatterton House.

“She’s an incredibly kind, dedicated, loyal and professional nurse and colleague and is very highly thought of within the team and by her patient group.”

New generation joins NSFT’s Board

Our Trust Board has welcomed a new generation of leaders to help drive through continued improvements to quality and safety for the benefit of service users, carers, staff and the public.

N

SFT’s new Chief Executive, Antek Lejk (below), took up his post this spring, and has been joined by Stuart Richardson, Chief Operating Officer; Duncan Forbes, HR and OD Director; and our former Interim CEO Julie Cave is now Managing Director.

Mike Jones has also been appointed to the joint role of Trust Secretary for both NSFT and Norfolk Community Health and Care NHS Trust following the retirement of his predecessor Robert Nesbitt.

Diane Hull will join the Trust later this year, taking up her post as Chief Nurse.

In addition, Adrian Matthews was appointed as a Non-Executive Director (NED), and joins our existing NEDs - Jill Robinson, Tim Stevens, Ian Brockman, Tim Newcombe and Chair Gary Page. A further NED will join the Board this year following the retirement of Marion Saunders who retired this summer after four years with the Trust.

Meet our new-look Board

Julie Cave has been appointed as Managing Director with responsibility for supporting the Trust to drive through quality improvements.

Julie, who was previously our Interim CEO and Director of Finance, has nearly 32 years’ experience in the NHS, and has worked in health authorities as well as at two acute hospitals.

She said: “As Managing Director, I look forward to supporting our Executive, our Board and our staff in leading the work to deliver the quality improvements.”

Stuart Richardson

Chief Operating Officer

Our Trust has welcomed Stuart Richardson as its new Chief Operating Officer, with responsibility for driving our improvement plans while maintaining an emphasis on performance.

Stuart joined NSFT from Pennine Care NHS Foundation Trust, where he successfully introduced a cultural change programme to support quality improvement and financial sustainability.

Continues on next page >>
Norfolk and Suffolk NHS FT (NSFT)
on recruitment and retention of staff and prioritising these long-standing issues. This will include focusing learning from my previous role to help turn around some “The challenges facing NSFT are the same as those across can be part of the Trust’s transformation.

“...make positive changes to improve quality so that they too are providing the care which they want and need. It’s also vitally important that staff feel empowered and able to make positive changes to improve quality so that they too can be part of the Trust’s transformation.

“The challenges facing NSFT are the same as those across the whole NHS, and I hope that I can bring some of the learning from my previous role to help turn around some of these long-standing issues. This will include focusing on recruitment and retention of staff and prioritising how we attract new staff to the Trust as well as making it somewhere that existing staff want to stay.”

Duncan Forbes
Director of Human Resources and Organisational Development
Duncan Forbes has been appointed as our new Director of Human Resources and Organisational Development with responsibility for developing capacity and capability within the workforce. He joins NSFT from Her Majesty’s Courts and Tribunals Service, where he has driven initiatives to significantly improve recruitment and retention of staff while introducing new ways of working.

“All of the organisations I’ve worked for have needed to transform to become more focused on their customers or end users, and NSFT is facing similar challenges,” said Duncan.

“We will be looking at how we can better support the Trust’s dedicated, hard-working staff who spend their time looking after some of the most vulnerable people in our society, in turn enabling them to be the best that they can be.

“I am passionate about people and helping them to give the best of themselves. A huge part of my job will be about helping staff to feel confident in themselves, their job and their ability to make a difference to those whose lives are inexpressibly benefited by our services.

“Another key issue will be recruiting and retaining staff – for me, keeping great people is the core of my job. I genuinely believe good organisations are made up of good people. The more you can enable them to be great, the greater the organisation will become.”

Diane Hull
Chief Nurse
Diane Hull is joining our Trust as Chief Nurse later this year, and has responsibility for improving safety, the experience that service users have when accessing care and the way learning is shared across NSFT. Diane will join the Trust from Sussex Partnership Foundation Trust, where she has played an instrumental role in supporting the organisation to move from a CQC rating of “requires improvement” to “good”.

“I want to hear from as many different patient groups, carers, staff and communities as possible so that we can really understand what they feel we are doing well and where we could further improve,” said Diane. “They are the experts and it’s vital we listen to them.

“Another priority for me will be giving people confidence in our services. It will also be vitally important for us to make sure those services are safe – until that happens, we can’t start being creative and finding innovative ways of working to benefit service users.

“All trusts are also facing a real problem with recruitment and retention. We need to make sure we are offering something really exciting which enthusiasm people. Most importantly, we also need to look after our existing staff, make sure we truly value them and show them the appreciation they deserve for their dedication to what, at times, can be a difficult job.

“I’m realistic and recognise that there will be challenges ahead as well as opportunities, but am looking forward to cracking on and helping create the right conditions and culture so that we can make the necessary changes to improve mental healthcare for everyone in Norfolk and Suffolk.”

Mike Jones
Trust Secretary
Mike Jones has been appointed to the new role of joint Trust Secretary with Norfolk Community Health and Care NHS Trust (NCH&C). An experienced chartered governance professional, he has more than 30 years’ experience in the NHS, working with Boards of Directors and Governors to implement best practice in corporate governance and regulatory compliance. Mike’s previous roles have included senior posts in programme management, service development and planning, and he has worked in community services, primary care, the ambulance service and various health authorities, as well as at an acute foundation trust.

“I’m delighted to have joined NSFT and am enjoying getting to know people as part of my induction,” said Mike. “Both organisations are committed to working closer together in partnership and sharing skills, and I’m looking forward to contributing to this.”

Adrian Matthews
Non-Executive Director
Adrian Matthews joined our Board as a Non-Executive Director in the autumn after taking early retirement from the East of England Ambulance Service (EEAST).

A management consultant with a wealth of NHS, public and private sector experience, Adrian came to NSFT after spending 23 years fulfilling a variety of director and senior management posts in finance, operations, strategy and commissioning with EEAST.

A qualified accountant, he is also a specialist advisor to the Care Quality Commission (CQC), assisting during inspections of ambulance trusts across the country.

“I have gained a broad cross-section of experience in lots of different areas during my career, which is one of the things which attracted me to becoming a NED,” said Adrian. “I think my varied NHS experience is also something which attracted NSFT to me, so hopefully the role will be a good fit for both of us.

Trust celebrates 1,230 years of long service
Dedicated staff who have together clocked up 1,230 years of service for our Trust have been recognised for their commitment during a special celebration event.

A total of 47 staff received certificates to thank them for their hard work. In addition, everyone who reached a milestone was invited to a celebration lunch during an NSFT Board meeting in August.

Awards for 25 years of service were given to 44 staff, while two people have been recognised for 40 years’ service.

Antek Lejk, NSFT’s Chief Executive, said: “We are really pleased to be able to recognise the hard work and dedication of our long-serving staff, and thank them for their loyalty over the years.

“Everyone who has received a long service award has shown incredible commitment both to Norfolk and Suffolk NHS Foundation Trust and the people we serve. We are very grateful to them.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”

Gary Page, NSFT Chair, added: “We would like to offer all of our long-servers our sincere thanks and congratulations.

“Our staff are the bedrock of everything we do, and make a real difference to service users and their families every day. It is a pleasure to be able to recognise their hard work and dedication.”
**Suffolk Deputy Director takes up her role**

Our Trust’s new interim Deputy Director of Operations in Suffolk has spoken of her desire to ensure NSFT delivers high quality, consistent and innovative services which meet the needs of local people and their carers.

Pat Long is responsible for leading the delivery of mental health services across the county, working closely with Suffolk’s Director of Operations Peter Devlin.

A trained nurse, she began her career at Harrowfield and Mount Vernon Hospitals in Middlesex, specialising in coronary care and orthopaedics, and spent some time working at the Queen Elizabeth Hospital, King’s Lynn. Since then, she has gained extensive mental health experience after working with several different charities.

“A LOT OF MY WORK WILL ALSO INVOLVE TALKING TO OUR STAFF, LISTENING TO THEIR IDEAS AND UNDERSTANDING ANY CHALLENGES THEY FACE.”

Most recently, Mrs Long spent 10 years working for Look Ahead Care and Support, which delivers mental health, learning disabilities and homelessness services in London. She also spent a year as a consultant advising a housing association on quality improvement.

“I am already proud to be part of NSFT,” said Mrs Long, who lives in Norfolk. “There are some amazing things taking place at the Trust and things will become even more exciting as we work towards achieving further improvements.

“My role will focus on ensuring we provide great mental health services which meet the needs of local people and tie in with the Government’s prevention and early discharge agendas. I also feel it’s important to keep the mental health debate alive with the public so that we can achieve parity of esteem and make the same importance is placed on both mental and physical health.

“While at Look Ahead, I worked very closely with the NHS to integrate services and create some very innovative models of care for people facing mental ill health, which included running crisis houses and other initiatives to facilitate early discharge. This showed the quality of what can be achieved when working in partnership and I will be thinking about how I can use that experience to benefit service users in Suffolk.

“A lot of my work will also involve talking to our staff, listening to their ideas and understanding any challenges they face. I am also extremely keen to make sure that we do not lose sight of all of the good work which takes place within our services every day, and that we continue to celebrate and share those areas of best practice.”

**New Complaints Manager takes up his post**

Our Trust’s new Complaints Manager has spoken of the enjoyment he is getting from making a difference to people’s lives by fully investigating any concerns they may have and ensuring they receive a comprehensive response on time.

Ian Pycroft joined NSFT this spring from First, where he spent nearly four years working his way up to the position of Customer Service Manager. It is the first time he has worked in the NHS, and he is thoroughly enjoying the challenges and opportunities his new role is bringing.

“THE FEEDBACK WE GET REALLY MATTERS – WE INVESTIGATE COMPLAINTS THOROUGHLY.”

“At the Trust, I feel like we really have the potential to help people and make a positive impact on their lives,” said Ian.

“The feedback we get really matters – we investigate complaints thoroughly and really take the time to look into what happened so that we can make a difference to people.

“In some of my previous jobs we received so many complaints that we ended up responding quickly rather than in detail, so it’s nice to be given the opportunity to focus on quality rather than quantity.

“WHEN WE RECEIVE A COMPLAINT, WE LOG IT AND PASS IT TO THE LOCALITY TO INVESTIGATE. THEY THEN SEND US AN IN-DEPTH DRAFT RESPONSE, WHICH OUR TEAM PUT THE FINAL TOUCHES TO, ENSURING THAT THE RESPONSE IS EASY TO UNDERSTAND. I THINK NOT HAVING A MEDICAL BACKGROUND REALLY HELPS WITH THAT AS IT MEANS I CAN SEE THINGS FROM THE PUBLIC’S PERSPECTIVE AND EXPLAIN WHAT HAS HAPPENED IN LAWMAN’S TERMS.

“The Trust must respond to complaints within 30 working days, and our team has a target of three working days from when we receive the draft from the locality to finalising our response for the Chief Executive to sign off. We did have a small backlog when I started in the role as there hadn’t been a Complaints Manager in post for several months, but are now up-to-date and hitting all of our targets.

“I’M REALLY ENJOYING THE JOB SO FAR – IT’S A DEFINITE CHANGE OF PACE FROM MY LAST ROLE.”

“If people are not happy with the response they receive, we can reopen the complaint or they can go to the ombudsman. However, that does not happen frequently as we strive to send responses which are comprehensive and answer any questions that people may have.

“I’m really enjoying the job so far – it’s a definite change of pace from my last role as the emphasis is not on volume but quality. That is very refreshing.”

To find out more about how to make a complaint or compliment, please visit: www.nsft.uk/complaints
Volunteers thanked at special lunch

Volunteers who give up their time to help staff and service users at our Trust have been thanked for their hard work and dedication during a special lunch.

The event was hosted by NSFT’s Board of Directors and saw volunteers presented with certificates before enjoying a celebration lunch at the King’s Centre, in Norwich to tie in with Volunteers’ Week.

Trust Chair Gary Page said: “The Board wanted to celebrate the work of our volunteers and thank them for the invaluable contribution they all make. Their great passion, enthusiasm and commitment is incredibly rewarding for everyone involved and inspiring to service users and staff alike.

“The lunch and certificates were just a small way for us to recognise the contribution made by volunteers and the positive difference they make.”

NSFT has a total of 65 volunteers, which includes 26 peer tutors who run courses and workshops at the Recovery College, to help service users to better understand their condition, and identify positive goals.

The remaining 39 volunteers are involved in a number of roles, such as spiritual support, peer support, meeting and greeting, visiting the wards with Pets as Therapy dogs and taking part in music activities with service users with a diagnosis of dementia.

Sam Chirwa

For the past two years, Sam Chirwa has supported service users and staff on the wards at Hellesdon Hospital in his role as a volunteer chaplain.

“Some of the patients cannot get to church because they are sectioned and I find it very fulfilling to spend time with them, perhaps reading the Bible, praying or sharing in Holy Communion,” said Sam, who lives in Norwich and is also NSFT’s Equality Lead.

“I am a Christian and a qualified chaplain, but I’ve also got a background of working with Muslims. However, it’s not just about religion. Some patients simply want to have a chat or appreciate spending time with someone who is happy to listen to them. They tend to trust me and regard me as a neutral, which means they often open up about things they would be more reluctant to share with staff.”

Rascha Zurakowski

Rascha Zurakowski, who lives in Halesworth, volunteers two days a week as a ‘meeter and greeter’ at our Trust’s Waveney Centre for Change and Wellbeing, in Lowestoft.

Her duties include welcoming service users when they arrive at the centre and answering the phone.

“I really enjoy talking to people and communicating with service users,” said Rascha. “I try to be a friendly face when they want someone to talk to.”

Ms Zurakowski, who used to be a community support worker with Suffolk County Council, has volunteered at the centre for the past four years and before that, benefited from it as a service user for about two years.

Ziggy enjoys a second chance

A dog that was rescued from a “kill shelter” after being found starving on the streets of a Spanish city is enjoying a second chance in life helping patients with mental health problems by working as a Pets As Therapy (PAT) volunteer.

Less than two years after he was found roaming the streets of Malaga and taken to a Spanish pound to be put down, Ziggy is now visiting Waveney Ward, at Hellesdon Hospital.

And the gentle three-year-old hadn’t looked back since he was accepted as a PAT dog and he now regularly visits the ward which provides assessment and treatment for people with acute problems such as bipolar disorder and depression.

But it could have been very different for the four-legged fella as Ziggy was due to be euthanised when the Last Chance Animal Rescue charity saved him and brought him to the UK, where he was adopted by NSFT Psychiatrist Dawn Collins.

“Ziggy was a stray, staving street dog and had probably been thrown out as a failed hunting puppy. He was taken to a Spanish Fina – a pound for stray dogs – and was next in line to be shot,” said Dawn, who lives in Norwich and works at the Northgate Hospital, in Great Yarmouth.

“When we met him it was love at first sight. He is such a lovely boy with such a sweet temperament, which is why we thought he would be the ideal candidate to become a PAT dog.

“I started thinking about volunteering with the charity after going to see a distressed patient who has dementia and who was upset because she was missing her own dog. It made me realise what a big difference bringing Ziggy onto the wards could make, and not just for our patients but for staff as well.

“When I originally enrolled I was planning on visiting patients outside our Trust, but the PAT assessor told me that mental health was the area of greatest need, which really pushed the balance for me and was why we decided to visit patients at NSFT.”

Dawn and Ziggy now visit Waveney Ward once-a-week, and are already seeing the benefits to the service users they meet.

“I have seen the positive effect that animals have on people’s mental health and distress levels,” added Dawn. “People who have animals also report less loneliness, tend to be physically fitter and have less heart disease – probably because they walk more.

“I also think that dogs are just naturally cheerful – and this seems to make humans cheerful too.”
Special events shine
a spotlight on men’s
mental health

Service users, carers, relatives, supporters and partners were given the chance to find out more about men’s wellbeing and listen to inspirational speakers with personal experience of mental ill health during a special event in Suffolk this summer.

Around 200 people came to the mental wellbeing and mental health awareness conference, arranged by NSFT at Trinity Park in Ipswich, during July. They heard from experts such as Dr Roger Kingerlee, NSFT Clinical Psychologist, and Dr John Barry, one of the founders of the Male Psychology Network, who spoke about behavioural characteristics and how to tackle men’s mental health issues.

A range of speakers with personal experience of mental ill health also shared their stories, including NSFT Service User Governor Richard Gorrod and Neil Davies from the Recovery College, as well as army veteran Luke Woodley, who has suffered with PTSD.

“We hope the day helped people to get talking about mental health so that we can continue to reduce stigma.”

The event also included discussions on tackling suicide, mental health from an LGBT perspective and how to engage men in mental healthcare, while information was available from other local organisations and groups which work to promote men’s wellbeing.

The conference came following two successful events held late last year. The first took place in King’s Lynn on World Mental Health Day in October, while the second was held in Norwich last November. Both brought together a range of speakers, including NSFT staff who talked about the work the Trust is doing to encourage men to talk more openly about their emotions, improve their access to mental health services and promote education and social inclusion. In addition, Peer Support Worker Chris Roberts spoke at the King’s Lynn event about how men can seek support.

Mark Brown, Recovery College Lead (West Norfolk) with NSFT, said of the King’s Lynn event: “It was fantastic hearing speakers from such a diverse range of backgrounds with lived experience placed as equal expertise to learned experience. People came away from the event with lots of ideas about what they will do differently, and I am looking forward to working together to support men’s mental health in the future.”

The Norwich event saw former Norwich City footballer Cedric Anselin share his story about his battle with depression. Deborah Harrison, senior lecturer in Occupational Therapy at the University of East Anglia, also spoke about working with male veterans.
New group launches as football project hailed a success

A football group which gives men from across Norfolk “All to Play For” by helping them look after their mental health and emotional wellbeing has proved such a success that a third session has now launched.

The latest group, which is run by our Trust in partnership with Active Norfolk, began in August on Thursday nights at the Open Academy in Salhouse Road, Norwich. Taking place between 8pm and 9pm, it is the first to run outside of office hours so that even more people can take part.

The latest group was launched following the success of existing schemes in Norwich and Great Yarmouth. It has been made possible with £20,000 in funding from NHS Norwich Clinical Commissioning Group, which came in recognition of the contribution the programme is making in achieving positive health outcomes for local people.

All To Play For is open to all adult men – both in and out of services – who feel they need extra support with their wellbeing. They are able to take part in an hour-long game led by a qualified coach before attending an informal drop-in session where they can pick up information and advice from a variety of different support services on subjects such as finance and housing.

The new session was launched shortly after the initiative was awarded the “community project of the year” title in the FA Grassroots Football Awards. It will now automatically be considered for a national title by the Football Association.

Andy Fisk, Community Mental Health Nurse with NSFT who helps run the sessions, said: “We are delighted to be able to launch our third All To Play For group. By hosting the sessions in the evening, we hope they will appeal to men who are working but could still benefit from some extra support to boost their emotional wellbeing.

“THE SESSIONS WHICH HAVE TAKEN PLACE so far have been hugely successful and have made a real difference to those who come along. Feedback shows they are helping to improve wellbeing, boost low mood and reduce anxiety, while they also offer a valuable opportunity to meet other people and help tackle social isolation.

One of the things which has become clear from attending the groups is that really valuable peer support networks have developed between the men taking part. They have built connections and recognise when someone is having a down day, and pull together to help pick them up. That is brilliant to see and makes me incredibly proud.”

“THEY ARE HELPING TO IMPROVE WELLBEING, BOOST LOW MOOD AND REDUCE ANXIETY.”

Sam Watts, Project Officer with Active Norfolk, said: “It has been really inspiring to see first-hand how the programme has affected people, beyond just physical and mental health. It’s made a real difference to people by helping them with employment, building social confidence, and dealing with other issues like debt and addiction – it really has changed lives.”

Tracy Williams, Clinical Chair of Norwich CCG, said: “The CCG is really pleased to be able to support this great initiative between NSFT and Active Norfolk. We know that men particularly find it hard to talk about how they are feeling and often struggle to seek help when they are low in mood or feeling anxious. This new football group is a safe space for local men to get some positive support, help and exercise too.”

For more information about All To Play For, or to join a session, contact Sam on 01603 731 564 or email: sam.watts@activenorfolk.org

“I really look forward to getting together with a bunch of guys, playing football and just having a laugh. The course gives me the chance to do something which makes me genuinely happy and is one of the only times I can really be myself.”

“I REALLY LOOK FORWARD TO GETTING TOGETHER WITH A BUNCH OF GUYS, PLAYING FOOTBALL AND JUST HAVING A LAUGH.”

John Palmer has been attending All To Play For since the very first pilot session took place in Norwich last autumn, and describes the get-togethers as the highlight of his week.

The 29-year-old, who travels from Dereham every Wednesday to take part, enjoys the games so much that he has since persuaded his 22-year-old brother Ross to join in too, with the duo both crediting the sessions as making a big difference to their lives.

John is now encouraging others to follow their lead by joining a session and lacing up their boots so that they can make new friends while boosting their mental health and wellbeing.

“The course is the highlight of my week,” said John, who has struggled with depression for most of his life. “I really look forward to getting together with a bunch of guys, playing football and just having a laugh. The course gives me the chance to do something which makes me genuinely happy and is one of the only times I can really be myself.

“I often over-think things, which can make me feel depressed. The sessions really help with that – they are only an hour and just a bunch of guys kicking a football around, but there is a great sense of camaraderie in the group which helps me take my mind off other things. Everyone has a smile on their face and really appreciates the hard work which has gone into arranging the sessions.

“The group is also a great peer support network. If someone is having a bad day, another guy is always there to pick them up. We don’t necessarily have to sit and listen to their problems but can give them a pat on the back, reassure them we are here and let them know everything will be OK. I think of the others in the group as my friends now, which is great.

“I have enjoyed All To Play For so much that I also recommended it to Ross. Even though he is not really into football, the sessions have made a big difference to him and he has really benefitted from going along.

“I’d encourage anyone who is going through difficult times to pop along. You don’t have to play – you can just come and watch. Everyone is really welcoming and friendly and there’s such a nice atmosphere. You don’t even need to like football for it to make a difference to you.”
Men to benefit as groundbreaking mental health initiative comes to the UK

Men who are facing mental health difficulties such as PTSD will soon be able to take part in an innovative form of therapy after the international expert who developed the initiative visited the UK to share his knowledge with NSFT staff.

Professor Marvin Westwood visited our Trust to discuss the way he has used theatrical production to help Canadian veterans with PTSD to manage their condition.

The initiative involves working in men-only groups to re-enact traumatic events which have caused mental ill health. This helps them understand how it is affecting their feelings, reactions and psychological wellbeing, as well as their social and physical health.

During Prof Westwood’s week-long visit, eight NSFT therapists and representatives from partner organisations – including The Walnut Tree Project and Men’s Shed – received training to deliver the initiative.

It came after Dr Roger Kingerlee, Senior Clinical Psychologist with NSFT, invited Prof Westwood to visit after meeting him at the University College London’s Clinical Psychologist with NSFT, invited Prof Westwood to visit after meeting him at the University College London’s Male Psychologies conference.

“I am delighted that we have become the first Trust in the UK to learn from our colleagues in Canada and are now able to introduce this fantastic initiative in Norfolk,” said Dr Kingerlee.

“The programme gives men the chance to re-enact traumatic episodes, which helps to process residual emotions that are associated with what happened, and so kick-start the recovery process.

“Men can sometimes find it very difficult to ask for help. However, evidence from Canada shows that this programme is helping to break down those barriers. Outcomes have shown that it has had a continued positive impact on the wellbeing of those who have taken part for up to 18 months after the intervention.”

Dr Kingerlee and his colleagues plan to start rolling out the intervention to local men, including veterans, starting in Norwich.

To watch a video showcasing the Canadian project, visit: www.nsft.uk/canadianproject

Students shine a spotlight on mental health

Young people studying sport at the College of West Anglia learned more about the importance of protecting their wellbeing during a special mental health workshop organised in partnership with NSFT.

Around 85 students, aged between 16 and 21 attended the event, held at the CWA Sports Campus, based at Alive Lynnsport, in King’s Lynn.

It gave them the chance to discuss emotional wellbeing, find out more about the causes of mental ill health and learn how to protect their own mental health.

Inspirational speakers with personal experience of mental ill health presented their stories, including Stuart Oddie, a peer support worker with Wellbeing Norfolk & Waveney, and Dr Richard Gorrod, an NSFT Service User Governor who considered taking his own life because of crippling depression.

Dr Gorrod is now working to raise awareness of mental ill health, particularly among men who can find it difficult to ask for help.

In addition, Gabriel Abotsie, Men’s Wellbeing Nursing Lead with NSFT, and Gary Freeman from Wellbeing Norfolk & Waveney, which offers a range of help for common mental health problems such as depression, stress and anxiety, also spoke to the students.

Although both male and female students attended the event, it was organised as part of a range of initiatives driven by NSFT specifically to help men protect their mental health and encourage them to talk more openly about their emotions.

“We are really pleased to work in partnership with the college to arrange this important event for their students”, said Gabriel. “The day gave students the opportunity to challenge stereotypes of masculinity, while showing them that asking for help is not a sign of weakness.

“We hope that the students found the event useful and that it will encourage anyone who needs extra support to ask for it.”

Scott Leadley, Programme Manager Sport at the College of West Anglia, said: "It was a really informative and passionate session in which the students gained awareness of this very silent and often deadly condition, which has helped to get it out into the public domain. “If just one of these students gets help for themselves or a loved one, these hours saved their lives.”

“Anyone who would like to find out more about the services available through Wellbeing Norfolk & Waveney, or would like to self-refer, can visit: www.wellbeingnands.co.uk or call 0300 123 1503.

Football fans turn the spotlight on mental health

Norwich City fans turned the spotlight on mental health during an event designed to encourage more people to ask for help.

The mental health awareness evening took place at Carrow Road and featured former player Cedric Anselin talking about his battle with depression along with Norfolk MP Norman Lamb.

Cedric, who is now a mental health ambassador, regularly shares his story in the hope that it will encourage others to seek help and take up the services on offer to manage their conditions and stay well.

The event was organised by Norwich City Fans Social Club to show that footballers face many of the same problems off the pitch that fans do, including struggling with mental health issues which can surface during or after their playing careers.

Entry was free, with those attending invited to make a donation to the Mind charity.
The Men’s Wellbeing Project...

**Being strong doesn’t mean being silent**

Men of all ages are less likely than women to seek help for all types of problems, including depression, substance abuse, and stressful life events.

The Men’s Wellbeing Project aims to improve access to services to men and boys of all ages in Norfolk and Waveney.

"ONLY 1-IN-10 MEN WILL RECEIVE TREATMENT FOR DEPRESSION."

Did you know...

- Men may be less likely to recognise they have a disorder, and may be more reluctant to seek help
- Only 1-in-10 men compared with 1-in-4 women will receive treatment for depression
- Men receive fewer mental health services than women
- Men may not show traditional symptoms of depression and stress
- The rate of suicide in men is about three times higher than women

Remember...

- Being a man doesn’t mean suffering in silence
- Asking for help doesn’t make you less of a man
- Be open and be the best you can be
- Asking for help makes you a stronger man

How to get help...

If you feel that you need some help, make an appointment at your local GP practice. You can also contact Wellbeing Norfolk and Waveney, or Wellbeing Suffolk, who provide a range of support for people with common mental health and emotional issues, such as low mood, depression or stress.

You can access their support through your GP or any other health or social care professional, or you can self-refer by calling 0300 123 1503 or on the Wellbeing website: www.wellbeingnands.co.uk

For more information about the Men’s Wellbeing Project, you can visit: nsft.uk/menswellbeingproject or email: menswellbeingproject@nsft.nhs.uk

Special event shines a light on the ‘mind, body and soul’

Our Governors recently held a special ‘Mind, Body and Soul’ event exploring the link between health and recovery and social prescribing and it was such a success a similar event is planned in Suffolk this autumn.

Continues on next page >>
The conference came following the success of similar events hosted by the Trust’s Governors in recent years, including the Talking Therapies – Paths to Mental Wellbeing event held at the Jerwood Dance Studio, in Ipswich. There was a variety of speakers from NSFT and partner organisations including wellbeing Suffolk, MTCIC and Relate who explored areas such as access to therapy, methods of stress control, counselling for depression, and couples’ counselling. Staff from our Trust and our Wellbeing Suffolk service gave live demonstrations of some of the therapies available, with people who have used therapy services talking about their own experiences. Helen Piper-Winds, Wellbeing Suffolk’s senior cognitive behavioural therapist, explained what is meant by common mental health problems and how people can access help, along with some of the positive outcomes achieved. Helena and Shaun Kemp, a CBT therapist, led sessions on cognitive behavioural therapy and interpersonal psychotherapy, which included role-playing, and looked at possible treatments for people with Post Traumatic Stress Disorder. Wellbeing Suffolk staff also gave a demonstration of ‘Silvercloud’, a computerised Cognitive Behavioural Therapy programme, designed to help people manage symptoms of anxiety and depression, and a live demonstration of a stress control webinar course. Service users played a big part in the event too looking at the advantages and disadvantages of web-based, group and one-to-one sessions from their own experiences.

NSFT’s Council of Governors will be hosting its next Mind, Body & Soul event at Ipswich Town Football Club on November 2. Full details were being arranged at the time of Insight going to print, but for more information you can email: governors@nsft.nhs.uk or visit: nsft.uk/governors

"EVIDENCE SHOWS THAT THESE DIFFERENT TYPES OF THERAPY AND SUPPORT ARE EFFECTIVE AND MAKE A POSITIVE CONTRIBUTION."

Best foot forward for NSFT Governor

An Ipswich grandfather and NSFT Governor is celebrating after clocking up 10,000 steps every day while also raising vital funds for an autism charity.

I an Hartley, who became an NSFT Public Governor in March, took on the challenge after becoming aware of the special needs which people on the autism spectrum have during his induction with the Trust. He met his step target – which equates to around five miles – every day over a week, raising more than £500 for the charity in the process.

Ian, 71, who was the chief executive of East Suffolk Mind for almost 20 years until 2006, said: “The more I thought about it, the more I realised that various people I’ve known over the years are probably on the autism spectrum. I signed up for the challenge to help raise awareness of autism and do my bit to get people talking about it which will hopefully help to reduce the stigma around it. “I have personally experienced mental health issues in the past and I believe that doing exercise is very good for my own wellbeing, which is another reason why I was keen to do the 10,000 steps challenge.” Autism is a lifelong neurodevelopmental condition that can affect how a person interacts and communicates and how they make sense of the world. According to The National Autistic Society, there are about 700,000 autistic people in the UK - more than 1 in 100.

"THERE ARE ABOUT 700,000 AUTISTIC PEOPLE IN THE UK."

Many people with autism live relatively normal lives with some challenges, whereas others may require more support or a lifetime of specialist support if they also have learning disabilities or other complex needs.

NSFT’s Suffolk Autism Diagnostic Service provides short-term post-diagnostic support and signposts people who have been diagnosed with autism and their families to organisations that can offer longer term help.

"I BELIEVE THAT DOING EXERCISE IS VERY GOOD FOR MY OWN WELLBEING"

Last year, the Trust also launched its Green Light for Mental Health Services 2017-2021 strategy to make sure its mental health services meet the needs of people with a learning disability and/or autism spectrum conditions. Read more about this on page 97-104.

Ian added: “I have become one of the Trust’s Green Light Champions, and feel it is a great initiative that is achieving national recognition. I am particularly impressed with the development of Easy Read literature.”
A green-fingered Trust

By Nigel Boldero, Norfolk Public Governor

"As a keen gardener, I'm very conscious of how gardening helps both my mental and physical health..."

Gardening alone can be very absorbing, while gardening with others is a great way to forge relationships, build self-confidence and feel connected to the world. "Along with other forms of green therapy, gardening is being increasingly seen as a powerful way of improving mental wellbeing and aiding recovery for those with mental health problems. "I'm pleased that NSFT already supports this sort of programme, and is now working alongside the Grow Organisation to help transform a two-acre plot known as the Hub Garden, on Bowthorpe Hall Road, Norwich."

"SEEING PEOPLE LEAVING HERE FILLED WITH ENTHUSIASM IS THE BEST FEELING IN THE WORLD."

"The Grow Organisation is a social enterprise which gives people who find it difficult to access the job market – including those with mental health issues – the opportunity to develop life skills and confidence through gardening and cooking. " Alex Cosgrove, Chief Executive, said: "Grow is about working together and (pun intended) growing in confidence, courage, skills and ourselves, while building friendships and overcoming barriers. " Growing people a sense of purpose helps them overcome fears and enables them to progress. Seeing people leaving here filled with enthusiasm is the best feeling in the world."

"I CAN’T TELL YOU WHAT IT MEANS TO HAVE A PLACE I CAN GO AND CONTRIBUTE, HELP MYSELF AND ALSO BE ABLE TO HELP OTHERS."

The 12-week Hub Garden project, which has been funded by NSFT, will give 10 people the chance to work in the garden. Their wellbeing will be measured at the start of the project and following its completion to show the impact it has had on improving mental health.

"So far, work has taken place to prepare the site for the project. This includes constructing a large potting shed, mending mowers and strimmers, preparatory work for a new raised herb garden, establishing a wildlife garden and setting up a compost area. " British Forces veterans receiving support from the Walnut Tree Project, which is working in partnership with The Grow Organisation, have helped with this work, with one veteran, Caroline, even helping to set up a steering group to progress the masterplan for the site. "It’s been fantastic to be able to get involved," said one of the veterans. "I can’t tell you what it means to have a place I can go and contribute, help myself and also be able to help others."

"The new initiative comes following a successful programme run by Grow last year, which saw 18 of the 20 participants move into employment, further education or feeling more positive about themselves after the project."

I would love to hear from you if you are involved in a green therapy project. Please email: nbold@live.com To find out more about the Grow Organisation, visit: www.thegroworganisation.org

In your words...

"Thank you for being with our daughter at a very bad time and for taking such wonderful care of her. Thank you for helping her to recover. " You’re a wonderful group of people. Thank you so much for your care and dedication. "

Relatives of a service user, Avocet Ward, Woodlands, Ipswich

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. Visit 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

In Sight | Spring/Summer 2018

Norfolk and Suffolk NHS FT (NSFT)
Meet our new Governors

Eight new Governors have been elected to represent the views of local people and help shape the future of NSFT.

The group took up their roles earlier this year, and bring a wealth of knowledge and experience which will enable them to act as a key link between the Trust and the communities it serves. We appealed for people with an interest in mental health to stand for election to fill vacant public, carer, service user and staff seats. Two were re-elected, and have been joined by six new faces.

“OUR GOVERNORS COME FROM ALL WALKS OF LIFE AND SHARE AN INTEREST IN MENTAL WELLBEING.”

They have joined the Trust’s Council of Governors, which is made up of 23 elected seats across six constituencies, and will represent the views of local people and hold NSFT’s Non-Executive Directors to account.

They meet six times a year in public, hold two special themed events annually, attend sub-groups and committees, and visit services and speak to staff.

Robert Nesbitt, NSFT Company Secretary, said: “We were delighted to receive so many high-calibre nominations, and would like to thank everyone who stood for their interest and ongoing support.”

“Our Governors play a vital role at NSFT by driving through improvements, hosting important public engagement events and appointing our Non-Executive Directors. They come from all walks of life and share an interest in mental wellbeing and a desire to see NSFT develop and thrive.

“Our new Governors will help make sure the voices of our community are heard and their views represented.”

New governors – Norfolk

Clare Smith (Public Governor)

“I want to help NSFT deliver the right services for everyone who needs them. I know that staff are determined to improve its work and in February 2017 I was invited to become a Trust Green Light Champion, promoting knowledge about learning disabilities and autism.

“I was a BBC Health Correspondent for many years and later became a university lecturer and Governor of Salford NHS Trust. Now I run a website where I blog about autism and provide training courses for professional people.

“I also helped to set up Norfolk’s first organisation to be a voice for people with Asperger’s syndrome – the Norfolk Autism / Asperger’s Network.” See page 80.

Christine Hawkes (Carer Governor)

“As a carer for an NSFT service user, I am in touch with carers and carers’ groups throughout Norfolk and regularly attend Trust Governor and Board of Director meetings.

“I care passionately that the voices of users and carers should be at the forefront of commissioning, design and delivery of mental health services.

“As a teacher in charge of a specialist unit for children with autism, I was involved with children, families and the local authority. I helped families obtain support with housing, benefits, medical and other difficulties. We worked together to ensure the child was supported under the Children and Families Act 2014.”

New governors – Suffolk

Ian Hartley (Public Governor)

“I have a long-standing interest in mental health going back to the 1960s when I first experienced anxiety and panic attacks, and was briefly hospitalised in the 1970s. I began working for Suffolk Mind in the 1980s, eventually becoming the Chief Executive.

“I worked for Mind for almost 20 years, during which time we were jointly commissioned to successfully run housing and day services.

“After retiring from Mind, I spent five years with the Care Services Improvement Partnership and Suffolk Social Services and became a trustee of the Suffolk User Forum. I follow the fortunes of NSFT, keep abreast of good practice and continue to work for services that meet the needs of those who experience mental health difficulties.”

Steve Roche (Public Governor)

“I was born in Suffolk and have lived in the county most of my life, working for the last 20 years in training, therapy, and personal development. I am co-director of a community interest company dedicated to improving wellbeing.

“I am aware of the challenges facing rural and ageing populations. I am an advocate of peer support which helps people to help themselves, particularly when peer networks are used to empower older and disadvantaged people by combating loneliness and isolation, while also meeting their emotional needs such as meaning, connection and community.

“I have worked with a number of local charities and at a senior level in business, and have strong skills in organisation, communication, reviewing, and editing. I am an excellent chair, presenter, writer, and speaker, skilled at analysing arguments and asking perceptive questions.

“I am keen to use my skills to benefit the Trust, represent users, and support and challenge the Directors.”

New staff governors

Jill Curtis (Staff Governor)

“I stood for election as a Governor because I am a frontline worker who has a positive outlook and tenacious attitude, and would bring an everyday perspective to the role.

“People who have met me know I am forthright and honest and am prepared to advocate and support others to achieve a fair outcome.

“I have been employed by NSFT for 17 years and enjoy working collaboratively alongside colleagues, service users and carers. I am actively involved in culture changing initiatives, including the Triangle of Care and the Recovery College. I have built relationships with other statutory and community services and have organised and participated in community events to listen and gather people’s views about NSFT services.

“It is my hope that NSFT will continue to provide a caring service that meets the requirements of local people and the high standards expected.”

“OUR NEW GOVERNORS WILL HELP MAKE SURE THE VOICES OF OUR COMMUNITY ARE HEARD.”

Re-elected governors

Hilary Hanbury (Public Governor – Norfolk)
Howard Tidman (Staff Governor)

See page 3B.

Continues on next page >>
In your words...

“I would like to thank you all for taking such good care of me. You are all wonderful people, so very kind and caring, and thank you for putting me on the road to recovery. I could not have done it if it was not for all of you. I will always be so grateful to Woodlands, Ipswich.”

“Just wanted to say a big ‘Thank you’! for your quick response, support, advice and caring understanding at a time when myself caring for my mum at this point was very draining, making decisions difficult. You gave me total support and an excellent service, including admin/secretaries. I am very impressed at such an outstanding service.”

Service user, Avocet Ward, Woodlands, Ipswich

“I am very impressed at such an outstanding service.”

Relative of a service user, Phoenix Treatment Team, Woodlands, Ipswich

>> Continues from previous page

**UPCOMING MEETINGS**

The next Council of Governors meeting takes place on 11 October at 12.30pm, at Diss Business Hub, Hopper Way, IP22 4GT. Everyone is welcome.

For more information about future meetings and events, go to www.nsft.nhs.uk/governors

---

**Ex-BBC journalist becomes Public Governor**

A former BBC journalist who was diagnosed with autism at the age of 57 has become a Public Governor with our Trust.

Clare Smith (61) will represent Norfolk for the next three years and joins six other Public Governors at NSFT. She has an interest in mental health after being diagnosed with Asperger’s syndrome, a form of autism, on the same day as her daughter Ally, who is now 18.

The family moved from Teesside to Norfolk after Clare and Ally received their diagnoses because they thought it would provide a calmer and more nurturing atmosphere.

“One of my priorities as a new Governor is to get out and about in the community to raise awareness of the Trust and find out what people think we’re doing well and not so well,” said Clare, who lives near Sheringham, in north Norfolk.

“Many local people don’t seem to know that they own the Trust. If they become public members, they can have a significant say in how it’s run. I want to do my bit to help raise the Trust’s profile by encouraging people to sign up as Members.

“I also want to help raise awareness about autism, both in the community and the Trust itself, which is why I’m getting involved in reviewing, developing and delivering the autism training NSFT provides.”

Mrs Smith has been one of 187 “Green Light Champions” with our Trust, which sees her promote best practice around the care and treatment of people on the autism spectrum in mental health services. Champions include staff working in all areas, service users and representatives from other organisations, such as Suffolk Community Healthcare and Norfolk Community Health and Care NHS Trust.

During her BBC career, Clare spent 12 years as health and family correspondent for BBC North West and she also worked 18 months as a television reporter for Channel 33 in Dubai, UAE. She has also been a journalism lecturer in Bournemouth, Salford and Teesside.

Earlier this year, she became Co-Chair of the newly-created Norfolk All Age Autism Partnership Board, which represents the interests of people with autism, and late last year she set up the Norfolk Autism / Asperger’s Network.

---

**Vital VASPs help keep NSFT Governors informed**

The vital role an important network plays in helping keep NSFT’s Governors informed of the public’s views about mental health services has been highlighted.

**The Voluntary and Statutory Partnership for Mental Health (VASP)** was set up more than 15 years ago to make it easier for people with an interest in mental health to pool resources, improve communication and identify gaps in services. It also aims to reduce stigma and raise awareness of health and wellbeing services across Suffolk.

VASP meets regularly in Ipswich, Mid Suffolk, Sudbury, Suffolk Coastal, Waveney and West Suffolk, with NSFT’s Governors routinely attending to listen to how the Trust’s services are viewed and share information about its plans, consultations and events.

NSFT Public Governor Martin Wright attends monthly Mid Suffolk VASP meetings, whose membership includes NSFT, county and district council representatives, the police, voluntary sector service providers, carers and service users.

He said: “At many meetings there are invited speakers, such as Andy Mack from Wellbeing Suffolk, Heather Edwards of Music Mirrors and David Finn who covered community transport, a vital service in rural Suffolk. *The meetings also give a good opportunity for statutory and voluntary organisations to work together on events and to discuss the feasibility of proposed innovations or new services, such as crisis cafes.*

More information about Suffolk’s VASP networks, including meeting dates and key contacts for each locality, are available at: www.suffolkvasp.co.uk

---

Gill Jones, Chair of the countywide Suffolk VASP said: “The VASP network spreads the message of positive mental health throughout Suffolk. “Having NSFT Governors attend our meetings helps to reinforce the key messages which individuals and organisations are telling us, and is a great communication link with our local mental health trust. By having Governors listen to what members of the VASP are saying, we keep conversations alive and help to influence services for the benefit of those who use them.”

---

**“AT VASP MEETINGS, THEY SHARE THEIR EXPERIENCES OF LIVING AND WORKING IN THE MENTAL HEALTH SYSTEM.”**

---

**THOSE WHO USE THEM.”**

---

**SERVICES FOR THE BENEFIT OF AND WORKING IN THE MENTAL HEALTH SYSTEM.”**

---

**EXPERIENCES OF LIVING WITH MENTAL ILL HEALTH.”**

---

**“AT VASP MEETINGS, THEY SHARE THEIR EXPERIENCES OF LIVING AND WORKING IN THE MENTAL HEALTH SYSTEM.”**

---

**WE KEEP CONVERSATIONS ALIVE AND HELP TO INFLUENCE SERVICES FOR THE BENEFIT OF THOSE WHO USE THEM.”**

---

**Former NSFT Governor Guenever Pachenst said: “Staff, volunteers and service users from housing support, charities and social enterprises, as well as from the Trust and local authorities, play such an important role in the lives of people affected by mental ill health.”**

---

**Getting an informed view of the public’s views about mental health services has been highlighted.**

---

Norfolk and Suffolk NHS FT (NSFT)
Norfolk and Waveney is among the best in the country for the specialist perinatal mental health services provided to new and expectant parents and their babies.

The Maternal Mental Health Alliance (MMHA) has rated the area as “green” in its latest assessment of service provision across the country, which means that the community services provided by NSFT meet the highest quality standards.

"WE ARE INCREDDIBLY PROUD THAT OUR WORK AT NSFT HAS BEEN RECOGNISED IN THIS WAY."

The new services were developed as a result of the strong partnership working within Norfolk and Waveney STP, which has brought in significant national and local investment in order to fund this care.

Susan Stolworthy, NSFT’s Operational Manager for the Community Perinatal Mental Health Service and Mother and Baby Unit (MBU), said: “We are incredibly proud that our work at NSFT has been recognised in this way. We are now sharing our learning with colleagues from across the country and with NHS England as part of an ongoing drive to improve provision of perinatal mental health care nationally.

“Over the past few years, we have been working very hard to improve the care which is provided to mothers with mental health difficulties. This has seen us launch several new specialist services, which are designed to give these vulnerable women the care they need to go on and enjoy a healthy, happy life with their new baby.

“The next phase will be the opening of our new MBU at Kingfisher House, in Norwich. This vital unit will provide potentially life-changing care to new mothers with serious mental health problems, and will mean they can receive the psychiatric support they need without having to travel elsewhere.”

Clive Rennie, Assistant Director Integrated Commissioning (Mental Health and Learning Disabilities) with Norfolk’s CCGs, said: “This is a major feather in the cap of our STP partnership working and shows huge confidence in this type of healthcare provision in our area.

“All credit should be given to the staff doing such a good job already to support women with severe mental health issues and their babies, who are now able to receive excellent care close to home.”

New data has shown that Norfolk and Waveney is among the best in the country for the specialist perinatal mental health services provided to new and expectant parents and their babies.
Community perinatal service officially launches

Pregnant women and new mums in Norfolk and Waveney are being offered targeted help to overcome serious mental health difficulties through our new service.

It’s aim was to help stakeholders understand the support the service offers as well as the type of referrals it can receive, which includes pregnant women and new mothers with serious mental health difficulties and those with a known mental illness who wish to conceive. Susan Stolworthy, Operational Manager for the Community Perinatal Mental Health Service and Mother and Baby Unit, said: “The official launch of this service is great news. It means we will be able to provide the very specialist care which these women need to go on and enjoy a healthy, happy life with their new baby.

“We want to be able to offer help as early as possible, so we have carefully designed the service and the referral process to minimise potential delays so that people can receive the right help to meet their needs.

“It has been developed in partnership with colleagues from across the NHS, service users and the support group ‘Get Me Out The Four Walls’.

“We are also looking at ways we can increase the support we offer to dads, as they can play a huge role in supporting their partner and helping them to stay well.”

The service has been developed in partnership with maternity services at the Norfolk and Norwich University Hospital, Queen Elizabeth Hospital and James Paget Hospital, as well as Cambridgeshire Community Trust, which provides health visiting services and nursery nurses.

Naomi Farrow, who set up Get Me Out The Four Walls after suffering from post-natal depression, has also worked closely with NSFT throughout.

She said: “It is great news that Norfolk has developed this specialist team and something that has been needed in the county for a long time. This is a huge positive for mothers in the region.

New mother and baby unit takes shape

Work on an exciting project to develop a specialist inpatient unit for new mothers with serious mental health issues is well underway after our Trust was awarded £4m in national funding for the scheme.

The eight-bedded Kingfisher Mother and Baby Unit (MBU) is currently being developed at Kingfisher House, at Hellesdon Hospital in Norwich, using money from the Department of Health. Due to open in early 2019, it will ensure mums and their babies can stay together while the mother receives inpatient care for conditions such as severe postnatal depression, serious anxiety disorders and postpartum psychosis. It will also accept women in late pregnancy who require acute psychiatric inpatient care.

The bid for funding for the unit was led by NSFT in collaboration with the Norfolk and Waveney STP, and comes in addition to £2.8m in additional revenue funding which NSFT will receive annually to deliver the new service.

Once work is complete, a range of therapeutic services will be available including medication, cognitive behavioural therapy, family therapy, along with help with bonding and attachment. Trained peer support workers – people who have personal experience of perinatal mental ill health – will also offer support and practical help.

Julie Cave, NSFT Managing Director, said: “We are really pleased to have received this national funding, which will help us ensure mothers and their new babies can get the best possible care closer to home. It is a significant investment which shows that NHS England has real confidence in our plans.”

NSFT has nearly completed recruitment for the new unit, and hopes to fill the remaining posts by later in the autumn.

The new staff are due to start on 1 November and will complete three months of training before the new unit opens. They will offer a range of therapeutic services, including medication, cognitive behavioural therapy, family therapy, along with help with bonding and attachment.

Rob Mack, Locality Manager with NSFT’s Children’s, Families and Young People’s Services, said: “We are delighted that we are now in a position to be recruiting more staff to this important team as it will allow us to start delivering this vital service to vulnerable women within the community while work to create our dedicated MBU takes place.

“The team will provide potentially life-changing care to new mothers with serious mental health problems, and will mean they can receive the psychiatric support they need without having to travel elsewhere. “

The unit will be one of just four across the country commissioned by NHS England as part of its investment into improving access to specialist treatment for new mothers in regional areas with the most limited inpatient services. It will take referrals from across Norfolk, Suffolk and Cambridgeshire, as well as other parts of the country.
Specialist support for Suffolk mums expands its reach

New mothers from across Suffolk are now able to get targeted help for severe post-natal depression and other complex mental health issues following the launch of a new specialist perinatal service.

N
SFT's Suffolk Perinatal Service, which officially launched in February, offers specific help to pregnant women with pre-existing conditions, as well as those who develop mental health issues following their child’s birth.

It provides a range of support and interventions to women with serious mental illness for up to a year following the birth. The team also work closely with colleagues within the community who provide perinatal care, while helping them to identify women who may be at risk of presenting with mental health difficulties.

The service has been commissioned by NHS West Suffolk and Ipswich and East Suffolk Clinical Commissioning Groups (CCGs). Just three months after its official launch, the CCGs successfully bid to the NHS England Community Services Development Fund for an additional £366,000 in funding, which means the service’s capacity to support women will almost treble.

Currently, the service is able to meet the needs of around 225 women each year. With this extra funding, it is estimated this will rise to 656 by 2020/21. The current team of four full-time staff is set to increase to 11.5 full-time posts, while a greater number of healthcare staff will be able to receive education and training to enhance their perinatal skill set.

Pete Devlin, NSFT Director of Operations (Suffolk), said: “We are really pleased to be able to expand this important new service, which is already beginning to transform care for women with the most complex needs.

“As being able to offer that specialist care to so many women and their families is incredibly important and we’re very proud that our young service is already attracting more funding.”

The service is being delivered in partnership with Ipswich and West Suffolk Hospitals. The NSFT team work closely with midwifery staff at both hospitals, as well as health visitors in the community and other stakeholders such as social services, to coordinate care so that women receive joined-up services.

Dr Rosalind Tandy, a Suffolk GP and mental health lead for NHS West Suffolk CCG, said: “We know from feedback from service users that the care and support received from the SPS has been phenomenal and in fact, for many, it has been life-changing.”

“BY WORKING CLOSELY WITH OUR PARTNERS, WE WILL MAKE SURE THESE WOMEN BENEFIT FROM JOINED-UP CARE WHEN THEY ARE AT THEIR MOST VULNERABLE.”

One-stop-shop to safeguard young people's wellbeing launches

A new Emotional Wellbeing Hub for children, young people and their families recently launched in Suffolk.

One of the first of its kind in the country, the hub provides a one-stop point of information and support for people concerned about the mental health or emotional wellbeing of anyone aged up to 25.

It is being staffed by specially-trained Emotional Wellbeing Practitioners, including five staff from our Trust, who respond to telephone and web-based contact from young people, family members and health professionals from across east and west Suffolk.

The practitioners provide support and guidance and, when needed, referral to an appropriate service such as NSFT’s community teams, Wellbeing Suffolk, Suffolk County Council’s Early Help Team or a voluntary sector service.

Steve Bush, NSFT’s Locality Manager for Children, Families and Young People’s Services, said: “There were a number of priorities young people and carers gave us when we were developing this service, including being able to speak to someone they could trust to help at the point of need, that the professionals take the time to listen and that it offered a simple way to access services.

“By offering support and advice over the phone, the hub team can help people find solutions and services straight away by matching the young person or family to the right service, at the right time, without being sent from pillar to post.”

“EARLY INTERVENTION IS SO IMPORTANT THAT THE YOUNG PERSON CAN GET THE HELP AND SUPPORT THEY NEED AS QUICKLY AS POSSIBLE.”

“The staff have been recruited for their skills in talking with young people and carers and the service is designed to ensure staff can take their time to listen and go at the young person’s pace.”

Dr John Hague, a GP in Ipswich and mental health lead for NHS Ipswich and East Suffolk Clinical Commissioning Group, said: “This is a tremendous step forward in how we respond to the emotional wellbeing and mental health needs of our young people, who deserve the very best start in life.

“So often, people just don’t know where to turn for help for a mental health issue. Seeking help can be daunting. Yet, early intervention is so important so that the young person can get the help and support they need as quickly as possible.”

Continues on next page >>
"I’ve never been happier"

Tim Smith and Lynn Harrison are putting their lifelong passion for mental health and many years of nursing experience into helping young people after joining the team at the innovative Emotional Wellbeing Hub.

They are two of five members of staff from our Trust who have joined a multi-agency team based in Ipswich, and work alongside colleagues from Suffolk County Council.

Tim came out of early retirement after a long career in mental health nursing to join the hub as an Emotional Wellbeing Practitioner, while Lynn, who has a background working in inpatient and community mental health services, joined the Trust this year specifically to work in the hub.

"I’m passionate about getting rid of stigma and increasing awareness."

The duo work on the consultation phone line, supporting children, young people, parents, carers and professionals by providing support and advice. They also draw on their specialist nursing knowledge and experience to contribute to multidisciplinary case discussions within the hub, helping the team to make decisions about how to best support a child, young person or family.

Lynn said: “Awareness of mental health issues has improved in recent years, and I hope that, through the hub, we can make sure young people today grow up knowing mental health problems are not something to be ashamed of and help is within reach. We all have mental health just as we have physical health, but we need both to be healthy.”

"I’m passionate about getting rid of stigma and increasing awareness and understanding so people feel more able and confident to talk about their problems and get the right help when they need it, before it becomes a crisis.”

Tim, who trained in Norwich, initially worked as a staff nurse with older people, and later became involved in developing our Trust’s facilities to make sure hospital environments best suited service users’ needs. He spent a number of years as an operational manager before retiring. Asked how he feels about returning to nursing, he said: “I’ve never been happier. I feel proud to be part of a service which is making it much easier for young people to access support.”

"This is a service that Suffolk should be very proud of and marks a turning point for how services are developed. We hope that our collaborative approach will continue to transform and develop services that place children, young people and families at the very centre of what they do and which meet the needs of the population of Suffolk.”

The hub has been developed by young people and their families and organisations including NHS Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups, Suffolk Parent Carer Network, NSFT and Suffolk County Council.

The hub can be contacted Monday – Friday 8am to 7.30pm on 0345 600 2090 or by emailing: nhm-tr.ewh@nhs.net

\( \text{ Norfolk and Suffolk NHS FT (NSFT) } \)

--- INSIGHT ON CHILDREN, FAMILIES AND YOUNG PEOPLE ---

"WE HOPE THAT OUR COLLABORATIVE RELATIONSHIPS WILL CONTINUE TO TRANSFORM AND DEVELOP SERVICES."

Anne Humphrys, co-chair of Suffolk Parent Carer Network, said: “We are tremendously excited about the launch of the hub and are very proud to have been part of its development from the very beginning.

“This is a service that Suffolk should be very proud of and marks a turning point for how services are developed. We hope that our collaborative relationships will continue to transform and develop services that place children, young people and families at the very centre of what they do and which meet the needs of the population of Suffolk.”

The hub has been developed by young people and their families and organisations including NHS Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups, Suffolk Parent Carer Network, NSFT and Suffolk County Council.

The hub can be contacted Monday – Friday 8am to 7.30pm on 0345 600 2090 or by emailing: nhm-tr.ewh@nhs.net

--- INSIGHT ON CHILDREN, FAMILIES AND YOUNG PEOPLE ---

Trailblazing engagement project begins

Our Trust is inviting parents and carers of children and young people accessing mental health services to take part in a trailblazing project exploring ways to involve them more fully in improving their experience of care.

The six-month project will see the Trust work with parents, carers, young people and clinicians in Norfolk and Waveney to find out how to engage them more effectively in improving care and developing services. It will also explore the best ways to collect ongoing feedback so that care can be continually improved.

"IT GIVES US A REAL OPPORTUNITY TO LEARN BY GENUINELY LISTENING TO PARENTS AND CARERS, YOUNG PEOPLE AND CLINICIANS."

When the initiative comes to an end later this year, our staff, together with young people who have been involved in the project, will share their findings and best practice with YoungMinds and other mental health services from across the country at a special event in London.

Dr Tim Clarke, Research Clinical Psychologist and Children, Families and Young People’s Research Development Lead with NSFT, said: “I am really excited about this project, as it gives us a real opportunity to learn by genuinely listening to parents and carers, young people and clinicians.

“We already do a lot of work to engage with young people, but need to do more when it comes to involving parents and carers. This initiative will give us the chance to find out what would work for them, while also putting some sustainable structures in place so that we have a continual feedback loop.

“By working together, we hope we can come up with some innovative and creative ways of engaging with parents and carers and supporting them, so that they can help us shape and improve our services in the future.”

The project will see listening events held with parents and carers, while members of NSFT’s Youth Council will run workshops with clinicians to explore how they engage and ways in which improvements could be made.

Jacqui Mann, who is an Amplified Parent Advisor working with NSFT, said: “It is exciting that the trailblazers are committed to working with families in a more collaborative way. As a Parent Advisor with the YM Amplified programme, I am delighted to be involved in helping NSFT develop their approach to parent participation and supporting the engagement of local families in this work.”

Any parent or carer of a child or young person accessing mental health services who would like to know more about getting involved should email: involvement.team@nsft.nhs.uk

N SFT has been selected as one of just 12 sites nationwide to take part in YoungMinds Amplified, which aims to build participation in every part of the children and young people’s mental health system.

The six-month project will see the Trust work with parents, carers, young people and clinicians in Norfolk and Waveney to find out how to engage them more effectively in improving care and developing services. It will also explore the best ways to collect ongoing feedback so that care can be continually improved.

"IT GIVES US A REAL OPPORTUNITY TO LEARN BY GENUINELY LISTENING TO PARENTS AND CARERS, YOUNG PEOPLE AND CLINICIANS."

When the initiative comes to an end later this year, our staff, together with young people who have been involved in the project, will share their findings and best practice with YoungMinds and other mental health services from across the country at a special event in London.

Dr Tim Clarke, Research Clinical Psychologist and Children, Families and Young People’s Research Development Lead with NSFT, said: “I am really excited about this project, as it gives us a real opportunity to learn by genuinely listening to parents and carers, young people and clinicians.

“We already do a lot of work to engage with young people, but need to do more when it comes to involving parents and carers. This initiative will give us the chance to find out what would work for them, while also putting some sustainable structures in place so that we have a continual feedback loop.

“By working together, we hope we can come up with some innovative and creative ways of engaging with parents and carers and supporting them, so that they can help us shape and improve our services in the future.”

The project will see listening events held with parents and carers, while members of NSFT’s Youth Council will run workshops with clinicians to explore how they engage and ways in which improvements could be made.

Jacqui Mann, who is an Amplified Parent Advisor working with NSFT, said: “It is exciting that the trailblazers are committed to working with families in a more collaborative way. As a Parent Advisor with the YM Amplified programme, I am delighted to be involved in helping NSFT develop their approach to parent participation and supporting the engagement of local families in this work.”

Any parent or carer of a child or young person accessing mental health services who would like to know more about getting involved should email: involvement.team@nsft.nhs.uk

S S Norfolk and Suffolk NHS FT (NSFT)
‘Outstanding’ Dragonfly Unit wins bid to open more beds

A specialist inpatient unit which has been rated as ‘outstanding’ by the CQC is increasing the support it offers to young people with mental health conditions by opening new beds.

Our Trust has been awarded an additional £480,000 from NHS England to increase bed numbers at the Dragonfly Unit from seven to 12, in a phased approach by 1 January 2019. The Dragonfly was rated as ‘Outstanding’ by the CQC during its inspection of the Trust last year, placing it among the top 7% of child and adolescent mental health inpatient units in the UK. Based at Carlton Court, near Lowestoft, it provides short-term inpatient stays to young people aged between 12 and 19 who have conditions such as depression, anxiety, psychosis and eating disorders and who cannot safely be supported in the community. The unit first opened its doors in September 2016 and has so far treated more than 40 boys and girls, as well as supporting their families and carers. As well as young people from Norfolk and Suffolk, it also accepts those needing an urgent inpatient stay from the wider region and from around the country.

Debbie White, NSFT Operations Director (Norfolk), said: “This is a highly regarded service which provides safe, high quality and responsive care. We are delighted to hear that we will now be able to offer that excellent support to more young people. “These funds and extra beds will make a huge difference to young people in Norfolk and Suffolk with complex mental health needs as more young people than ever will be able to access the specialist help and support they need closer to home.”

Linda Stevens, Dragonfly Clinical Team Leader, explained that the unit is set in modern surroundings designed with the young people’s needs in mind, including en suite bedrooms, school rooms, a gym to boost young people’s recovery, and a fully equipped therapy suite, alongside facilities for visiting families and carers.

“Often when young people enter our service, they are in acute distress so maintaining their support network is vital in ensuring their stay is the least disruptive we can make it,” said Linda.

“It’s also crucial that we maintain good links with the local schools and colleges which young people attend before they come to us, there is understanding about their mental health condition and the support is in place.”

For more information about the services provided by the Dragonfly Unit, visit: www.nsft.uk/dragonflyunit

Wonderful sensory garden planned to boost young people’s recovery

Young people receiving care at our Trust’s Dragonfly Unit are raising vital funds to create a sensory garden to help them make the most of their outdoor space as part of their therapy.

Young people at the unit organised a special fete last summer, while a 12-strong group of intrepid nurses, therapists, education staff and support workers raised more than £500 after taking part in the gruelling ‘Splat, Quack, Go’ mud run this summer.

Also known as the Black Ditch mud run, the event took place in Woodbridge and included boggy streams, testing natural terrain and man-made obstacles over 6- or 12km.

Laura Morgan, an Assistant Practitioner at the unit, said: “We had been thinking about doing a team event for a while, so when I saw the race advertised I thought it would be a great experience for us not only to do some team bonding but also to raise some money for the unit.”

So far, a total of £6,000 has been raised by service users, families and staff. It will go towards creating a welcoming outdoor space which could include water features, plants, outdoor seating and a sound system to use as part of therapy.

Alex Barrett, an Occupational Therapist at the Dragonfly Unit, said: “Sensory input is important for managing anxiety and can be stress relieving. Having a facility onsite with specialist equipment would be wonderful and would really make a difference.”

In addition to raising funds for the garden, staff and service users at the unit have also supported the Norwich branch of Beat, the eating disorders charity, by digging out their brightest, boldest footwear.

They took part in the ‘Sock It’ event during international Eating Disorders Week in the spring, and wore their silliest socks to ‘Sock it to eating disorders’ by raising both awareness of the illness and vital funds. The Dragonfly Unit has created a short film to help explain to young people what to expect when they are admitted to the unit while also helping dispel any fears they may have. Created in partnership with teenagers who have received care, it introduces some of the staff and gives an insight into the activities which take place at the unit, which includes education, exercise groups, art and crafts, therapy sessions and social outings.

To watch the film, visit: www.youtube.com/watch?v=N6M5SLDQO0W
Taking vital mental health support directly into schools

More young people are now receiving support for issues such as anxiety, depression and eating disorders thanks to new partnerships which are making vital mental health support available within mainstream schools.

**Norfolk and Suffolk FT (NSFT)** is working with North Denes Primary School in Great Yarmouth and Thurston Community College in Suffolk to improve the support that students receive and offer intervention before any issues become too great.

The partnerships have seen the schools employ clinicians to promote emotional and mental wellbeing, as well as providing therapeutic interventions, where necessary. This includes individual and group sessions looking at issues such as bullying, exam stress and low self-esteem, as well as training and support to help staff respond to the emotional needs of their pupils.

It comes following a successful 12-month pilot at North Denes, which saw 60 of the school’s 280 pupils access support and 15 families receive more intensive support. During the year, therapeutic groups also took place to focus on issues such as emotion regulation, anger and anxiety, relationship difficulties with other children. The mathematics, reading and writing ability of children who had accessed the service improved, while teachers also noted these pupils were spending more time in lessons. Exclusions also dropped by 100% within a month of the service’s introduction.

“ESTIMATES SHOW THAT ONE IN FOUR SCHOOL-AGED CHILDREN IS EXPERIENCING EMOTIONAL DISTRESS AT ANY ONE TIME.”

As a result of the work with North Denes, NSFT is now involved in a research project with Cambridge University. Called DEAL (Developing Early Identification and Access in Learning Environments), the study aims to find out about the best ways for schools to spot early signs of children’s emotional health difficulties so that children who need extra support can receive it as quickly as possible.

Nicki Bramford, an Operational Manager within our Children’s, Families and Young People’s services, said: “We are committed to doing everything we can to support young people and to help safeguard their mental wellbeing so that they can enjoy a better quality of life.

“Estimates show that one in four school-aged children is experiencing emotional distress at any one time, while rates of self-harm and referrals to eating disorder services are also increasing across the country. That is why this partnership work which is taking place with schools across Norfolk and Suffolk is so important. The clinicians who are working in these mainstream schools are playing a vital role by helping pupils and staff to safeguard their mental health and offering additional help, or signposting to NSFT’s other services, whenever necessary.

“Encouraging students to talk openly about mental health is vital and will make sure they feel comfortable if they do ever need extra support.”

Suffolk initiative leads the way in mental health education

A partnership scheme which has seen mental health support taken directly into Thurston Community College has been hailed a success after a significant drop in symptoms of anxiety and depression among students was recorded.

The college became one of the only schools in the country to appoint a full-time expert to support students with mental health issues when NSFT Clinical Psychologist Dr Beth Mosley joined its team 18 months ago.

Since then, 81% of students who were experiencing difficulties with anxiety or depression have seen their symptoms improve, and have reported increased confidence and better engagement with the college in terms of attendance and learning.

“IF ALL SCHOOLS WERE EQUIPPED TO INVEST IN THIS APPROACH, IMAGINE THE IMPACT.”

Dr Mosley was appointed in January 2017 after the college approached NSFT to ask how best to offer mental health support to its 1,750 students. Although some schools in England do have some psychological support on offer, Thurston is one of the very few to invest in a full-time psychologist.

Helen Wilson, Principal at Thurston Community College, said: “We are proud to be a school which is at the forefront of providing mental health support to our students and staff in this way, and I would love to see more schools able to do this.

“Since Dr Mosley joined us, we have already made a difference to the lives of our students. My colleagues certainly feel more aware of the issues and signs that a problem may be emerging, and are more confident in dealing with the students who may need additional mental health support. They can also refer our young people to Beth for extra expertise when needed.”

Dr Mosley has been offering direct face-to-face sessions to students in the college, including cognitive behavioural therapy and interpersonal psychotherapy groups for those who have identified mental health concerns. She also refers on to other NSFT support services for conditions such as eating disorders, ADHD and psychosis.

In addition, Dr Mosley offers support to teachers and other staff within the college in identifying mental health or wellbeing issues, as well as advice on how best to help a young person with mental health concerns.

“School is often the hub of a child’s life,” she said. “We therefore have a golden opportunity to support young people to develop resilience and emotional literacy, as well as identify difficulties early on. If all schools were equipped to invest in this approach, imagine the impact.

Continues on next page >>
“WE UNDERSTAND THAT MORE AND MORE YOUNG PEOPLE ARE DEALING WITH MENTAL HEALTH ISSUES DUE TO MYRIAD SOCIAL PRESSURES.”

“As individuals, to be able to survive and thrive we have to recognise problems and develop simple solutions that are easy to put in place to help us deal with things. What better environment to start to make people aware of the potential problems and to begin to learn how to deal with them in a positive way than within a school?”

Bury St Edmunds MP Jo Churchill has now set up a Young Persons Mental Health working group to look at how the scheme in Thurston might benefit other schools and colleges. She said: “I was delighted to learn that this culture of openness helps with their educational success, as well as offering young people a much greater chance of leading a fulfilled life as a successful adult.”

Caitlin was already receiving help from Dr Mosley when the pressure of GCSEs hit and she developed the early signs of an eating disorder. Dr Mosley was quickly able to recognise the signs and made an immediate referral for specialist support from NSEFT.

Caitlin has now completed her GCSEs and will begin a business course at West Suffolk College in September. Her mother, Natasha Mosley, said: “Beth was a huge help to Caitlin and myself, especially being able to do the counselling at Thurston, which made it so much easier to get to, and helped to keep Caitlin in school.

“We are now working with the local mental health teams and the GP to get Caitlin all the support she needs to continue to recover and stay well. Caitlin has said in her own words if it was not for Beth she would not have finished school or completed her GCSEs. So this help has been so important in really helping her have a much more positive future.

“We could not have got through at least the last 12 months without Dr Mosley. She is such a valuable member of the Thurston team.”

Sarah said: “We were really impressed by the effort the children put into responding to the theme thoughtfully and the creative and varied artworks submitted. It was really hard to choose winners and in the end we looked for those which combined the issues of young people’s wellbeing and mental health needs with strong imaginative design.”

Jo Philpott, headteacher at City of Norwich School, said: “I am delighted that our students’ work is being celebrated and fully support the aims of Mental Health Awareness Week in drawing attention to an issue that affects many young people.

“We encourage our students to feel comfortable about opening up and believe very strongly that this culture of openness helps with their educational success, as well as offering young people a much greater chance of leading a fulfilled life as a successful adult.”

An online gallery of the artwork can be viewed here: nstf.uk/beyourself

“drawing on creativity to promote good mental health”

Young people have drawn on their creativity to raise awareness of the importance of good mental wellbeing by taking part in an inspirational art competition.

“A 16-year-old pupil has said she would not be able to finish her studies if it wasn’t for the support she received at Thurston Community College.

“This help has been so important in really helping her have a much more positive future”
NSFT has launched a strategy to ensure that people with learning disabilities and / or autism receive the right mental healthcare to meet their needs.

A tale written by 10-year-old Blake Pain about a crazy cat, and a story about a monster buying football boots by 11-year-old Callum Goldsmith, appeared in Crazy Creatures – East of England. They were given support to write their stories by Compass Pott Row School primary class teacher Amy Condra, with their tales selected for publication from more than 40,000 entries.

“He doesn’t show his emotions very often but had a big smile on his face when I told him I had ordered a copy of the book. I am so proud of him.”

Dr Charlotte Montgomery, NSFT Clinical Psychologist, based at Pott Row said: “The primary class found the activity challenging, but thanks to the support of Amy and her teaching assistants, they all managed to write short stories.

“We were really pleased that Blake and Callum’s stories were selected for publication. Needless to say, they are both delighted and it has been really lovely to see their pride in this work and their excitement about their stories being published.”

Compass Schools is a partnership between NSFT and The Engage Trust, and offers therapeutic education to children who have been permanently excluded from mainstream education and are known to mental health services. Pott Row, in King’s Lynn, caters for 12 children with more complex needs who are aged between eight and 14, and offers both individual and group therapy on site. It gives children easy access to help for emotional distress, as well as one-to-one teaching support where necessary, with the eventual aim of reintegrating them into mainstream education or into other specialist education provision that may better meet their needs.

There are a further two Compass schools at Belton, in Great Yarmouth, and Lingwood, in Norwich. The schools are funded by Norfolk County Council and local clinical commissioning groups.

Giving the green light to improved care

NSFT has launched a strategy to ensure that people with learning disabilities and / or autism receive the right mental healthcare to meet their needs.

Continues on next page >>
C
alled ‘A Green Light for Mental Health Services’, it details the steps which will take place over the next five years to make sure NSFT care is consistent and equitable to everyone, regardless of their diagnosis or where they live.

The strategy has been produced in partnership with service users, families, carers and stakeholders. It consists of five pathways based on the NDTi standards included in the Green Light Toolkit – a national audit tool used to assess the support people are given to help them access mental health services. They are:

Accessibility of services – which will make sure people with learning disabilities (LD) and autism receive equal services in accessible buildings, are given information in a way they understand and have a care plan which they have helped to write.

Better health and wellbeing – which will support people’s wellbeing and help to keep them healthy by making sure services make reasonable adjustments, such as offering longer appointment times, so they are easier for people with LD or autism to use.

Working in partnership – which will encourage different services to work together to improve care, involve people with LD or autism and their families in service developments and ensure friends and relatives receive appropriate support.

Keeping safe – which will make sure people receive the right support to keep safe, for example by providing support plans for those with challenging behaviour.

Strategic direction – which focuses on what NSFT and commissioners must do to meet people’s needs, including providing staff training, taking part in research and using LD and autism champions to make services better.

Sue Bridges, NSFT’s Professional Lead for LD / Autism, said: “People with learning disabilities and / or autism receive services in the same way as everyone else. It makes a significant difference to the experience of our service users who have autism or learning disabilities.”

“It makes a significant difference to the experience of our service users.”

Our Trust is one of just five to feature in a review of the Green Light Toolkit initiative, which aims to improve the way that mental health services in England respond to people who also have learning disabilities or autism. The review was led by the National Development Team for Inclusion (NDTi) in a document called “Green Light Work: Reflections on Examples From Five NHS Trusts”.

It comes after the NDTi visited the Trust to talk to staff and service users about work to support people with learning disabilities and / or autism to access services, which aims to make sure they receive healthcare in the same way as everyone else. Changes which have been made by NSFT include:

• Making sure all ward signs at Hellesdon Hospital are easy to understand and accessible to everyone

• Sending Easy Read appointment letters which include a photograph of the staff member so that service users can recognise them when they arrive at their home

• Developing clear and easy-to-use web pages for the Suffolk Autism Diagnostic Service which explains the help it provides and includes photographs of every member of staff

• Using blue envelopes when posting appointment letters so that they are easy to identify and more likely to get opened

Report author Peter Bates said: “I’m delighted to acknowledge the pioneering work of NSFT, and especially the passion and commitment of the Green Light Champions. Their energy has taken the Green Light agenda to every part of the Trust and beyond into community organisations.”

NSFT Governor Clare Smith, who has a type of autism called Asperger’s syndrome, helped to draw up the strategy and is now one of NSFT’s Green Light Champions, who help promote best practice throughout our Trust.

“I agreed to be a Green Light Champion because, like mental health trusts up and down the country, I knew how much change was needed at NSFT to support people with autism properly.

“What’s in the strategy is strong and spot on and will put NSFT at the forefront of caring for people with LD / autism when it’s carried through,” she said.

“People with learning disabilities and / or autism, as well as additional mental health problems, have complex needs and need a lot of support and advice to enable them to access services.”

NSFT Governor Clare Smith, who has a type of autism called Asperger’s syndrome, helped to draw up the strategy and is now one of NSFT’s Green Light Champions, who help promote best practice throughout our Trust.

“I agreed to be a Green Light Champion because, like mental health trusts up and down the country, I knew how much change was needed at NSFT to support people with autism properly.

“What’s in the strategy is strong and spot on and will put NSFT at the forefront of caring for people with LD / autism when it’s carried through,” she said.

The strategy has been developed in an Easy Read. To read it, visit: www.nsft.nhs.uk/our-priorities

The 'pioneering' work taking place at NSFT to ensure that people with learning disabilities and / or autism receive high-quality mental health care has been praised in a national report.

The strategy has been developed in an Easy Read. To read it, visit: www.nsft.nhs.uk/our-priorities

Norfolk and Suffolk NHS FT (NSFT)

Insight | Spring/Summer 2018
Sue is the best learning disability nurse in England

A member of NSFT staff has seen off stiff competition to be named the best Learning Disability Nurse in England.

Sue Bridges picked up the award during the National Learning Disabilities and Autism Awards 2018 ceremony at the ICC in Birmingham last summer, beating nine other finalists to the title. In addition, our Trust was one of just six organisations shortlisted in The Employer Award (not for profit) category for the high-quality care we provide to people with learning disabilities and/or autism.

The awards ceremony came just one day after NSFT learned it had also been shortlisted in the Learning Disabilities Nursing category of the Nursing Times Awards 2018.

“I am incredibly proud to have won this prestigious award,” said Sue, our Professional Lead for Learning Disabilities/Autism, who was nominated for the title by a former service user and an NSFT matron.

“As a learning disability nurse, I’ve spent my career striving to make a difference and to ensure equality for people with a learning disability. My career has been a rewarding one and I would recommend being a learning disabilities nurse to anyone.”

Offering a safe place to meet

People with learning disabilities who are also lesbian, gay, bisexual or transgender (LGBT+) are being offered a safe place to meet, talk and get advice and support, thanks to a project set up by our Trust.

Our Great Yarmouth and Waveney Adult Learning Disability Team has launched LGBT+ SafePLACE, which aims to provide a venue where it is safe for people to talk confidentially about their thoughts and feelings and where they can be signedpost to services in Waveney.

Community Support Worker Ian Duncan, who helped to develop the scheme, said: “Research conducted by University of Bristol evidences that LGBT+ people with learning disabilities often face specific issues and barriers to support and inclusion.

“There is a lack of spaces for LGBT people with learning disabilities to socialise and meet other LGBT+ people. Stigma around LGBT+ identities can make it difficult for people to come out in care settings and the same can be said for people disclosing learning disabilities in LGBT+ spaces.”

Sue Medley, Learning Disabilities Specialist Nurse, said: “To start with, the team are asking people who might be interested to contact them to arrange a one-to-one meeting at the Navigator Centre at Lowestoft Library, or at the team’s base at Airey Close, in Oulton.

For more information, please call Ian, George or Sue from the Adult Learning Disability Team on 01502 535020.”

Specialist service for young people in Suffolk expands

Children and young people from east and west Suffolk are benefiting from a wider range of targeted support for learning disabilities and mental health problems following the expansion of a specialist service.

The new recruits, which include clinical psychologists, therapists, specialist senior and community practitioners, support workers and administrative staff, have significantly increased capacity in the service, which was previously run by two nurses.

Jane will also teach parents and carers to deliver interventions and understand the reasons for the behaviour and its causes.

For more information, please call Ian, George or Sue from the Adult Learning Disability Team on 01502 535020.

“OUR AIM IS TO HELP CHILDREN AND YOUNG PEOPLE ENJOY A BETTER QUALITY OF LIFE, IMPROVE THEIR OUTCOMES AND MAXIMISE THEIR POTENTIAL.”

The learning disabilities child and adolescent mental health service (LD CAMHS), which is provided by our Trust, has recruited to nearly 10 additional whole-time equivalent posts. The expansion means the team can now offer a greater range of specialist assessments and bespoke interventions, as well as supporting people aged 18 to remain at home, in school or within the community; improve their quality of life and maximise their potential.

The expansion has been made possible thanks to an investment of £471,000 from NHS West Suffolk and NHS Ipswich and East Suffolk Clinical Commissioning Groups.

Sam Gilling-Taylor, LD CAMHS Clinical Lead with NSFT, said: “I am delighted that the specialist complex needs of children and young people who have a learning disability and a mental health problem or challenging behaviour are receiving this investment.

“The additional funding is allowing us to offer a more responsive service and wider range of specialist interventions to the children, young people, their families and carers we work with. It will also make it possible to promote early identification and intervention and the principles of positive behaviour support.

“By building on our already good working relationships with partners, we will also be able to further improve access to generic mental health services for children and young people who have learning disabilities.

“Our aim is to help children and young people enjoy a better quality of life, improve their outcomes and maximise their potential by supporting them to remain in their home, school and their local community.”
Better care for people with learning disabilities

People with learning disabilities and a mental health condition are now getting more support to look after their physical health thanks to a team of specialist learning disability nurses working in GP practices across Suffolk.

NSFT employs four nurses to work across the county to improve care by making sure people who have a learning disability and are aged 14 and above receive annual health checks and are given accessible information. The nurses also provide training and work with GPs to make reasonable adjustments so that it is easier for people with learning disabilities to get to appointments. This can include allowing extra time and making sure signage is clear and easy to understand.

NSFT’s Primary Learning Disability Nurse Service proved such a success during a year-long pilot that the service has now been permanently commissioned by NHS West Suffolk and NHS Ipswich and East Suffolk Clinical Commissioning Groups. It comes after statistics showed:

- The number of patients on the learning disability register and therefore able to access annual health checks has increased by 480
- 523 more people with learning disabilities are now having an annual health check

Jacquie Knott, Deputy Service Manager for Acute Learning Disability Services with NSFT said: “This service has proved a great success since its launch, and is playing a significant role in improving care for people.

“Our nurses work closely with colleagues in GP surgeries to improve care by making sure eligible patients are on the learning disabilities register and able to access annual health checks. These checks are vitally important as they give GPs the chance to check their general health and pick up any undiagnosed conditions. The doctor will then work with the patient and their carer to draw up an action plan to manage any long-term illnesses and reduce unnecessary hospital admissions.

“People with learning disabilities face considerable health inequalities. Their health needs are not always identified, which can lead to them being at a higher risk of shorter life expectancy, admissions to acute hospitals, chronic health conditions and poorer physical and mental health than the general population.

“Our nurses work closely with colleagues in GP surgeries to improve care by making sure eligible patients are on the learning disabilities register and able to access annual health checks. These checks are vitally important as they give GPs the chance to check their general health and pick up any undiagnosed conditions. The doctor will then work with the patient and their carer to draw up an action plan to manage any long-term illnesses and reduce unnecessary hospital admissions.

Tracey Stewart: “Every day is different… it is so rewarding”

A specialist nurse who has dedicated the last 30 years caring for people with learning disabilities has spoken of the enjoyment she gets from a job where “no two days are ever the same”.

Tracey Stewart joined NSFT’s Primary Learning Disability Nurse Service as a Learning Disability Liaison Nurse in 2016. She now works around 10 GP surgeries in east Suffolk ensuring people with learning disabilities and a mental health or behavioural condition, receive an annual health check as well as any additional support they may need. In this way their general physical health is monitored and any undiagnosed conditions picked up. Tracey describes her job as hugely varied. As well as visiting patients and supporting those who need it at health appointments, she contacts people on the learning disability register to make them aware of the health checks.

She now works around 10 GP surgeries in east Suffolk ensuring people with learning disabilities and a mental health or behavioural condition, receive an annual health check as well as any additional support they may need. In this way their general physical health is monitored and any undiagnosed conditions picked up. Tracey describes her job as hugely varied. As well as visiting patients and supporting those who need it at health appointments, she contacts people on the learning disability register to make them aware of the health checks.

And she ensures that people who have been newly diagnosed with a mental health or behavioural condition are on the register, attends GP practice team meetings and networks with others to raise awareness of the service. Tracey also trains GPs, newly-recruited police officers, practice nurses and providers such as Mencap, while raising awareness of the necessary adjustments they may need to make to cater for people’s additional needs.

“Our job does exactly what it says on the tin,” said Tracey, who has worked for NSFT since 1983 and qualified as a learning disabilities nurse in 1986. “We act as a conduit and put people in touch with the right service to meet their needs. One or two per cent of every GP’s patient population will have a learning disability, and the area is one which has been pushed up the national agenda as NHS England is keen to see more people take up annual health checks. Making sure the right people can access those checks is a key part of my role.

“Although there is still work to be done to reach everybody in Suffolk with a learning disability, all of the feedback we have received so far has been really positive, which shows the service is making a real difference to individuals and their carers.”

The nurses also play an important role providing education to healthcare colleagues working in GP surgeries, in turn increasing their understanding of learning disabilities and helping them to better meet the needs of their patients and keep them well in the longer term.

“WE ACT AS A CONDUIT AND PUT PEOPLE IN TOUCH WITH THE RIGHT SERVICE TO MEET THEIR NEEDS.”

“NSFT employed four nurses to work across the county to improve care by making sure people who have a learning disability and are aged 14 and above receive annual health checks and are given accessible information.”

“Some really good things have been happening in the care we provide for people with learning disabilities over the past two years and it really feels like we are starting to make improvements.”

“I also take referrals from GPs and will meet patients and talk about their needs and what we can do to help meet them. For example, I might put a family in touch with respite services which they may previously not have been aware existed.

“I really enjoy it as every day is different but is also so rewarding. I may do something as simple as find a new service for an individual to access but if the family tells me that has made a difference it makes the job worth it. No two days are ever the same, but whenever I look at my diary, I know it’s going to be a good week.

“Some really good things have been happening in the care we provide for people with learning disabilities over the past two years and it really feels like we are starting to make improvements.”
Taking support and care into people’s own homes

People who have learning disabilities and mental health issues are receiving more support to help them avoid hospital admissions and remain at home thanks to a specialist service run by our Trust.

The Learning Disabilities (LD) Intensive Support at Home Service offers short periods of additional help to people from Suffolk who are aged 14 and over and have a moderate or severe learning disability, along with challenging behaviour or mental health problems.

The team, which consists of healthcare support workers, nurses and a social worker, offers a seven-days-a-week service with a step-up in care for people whose behaviour is deteriorating. They provide intensive support in the individual’s own home, wherever possible, reducing the chance that they will need a hospital admission.

“This Service is a Positive Example of How Care for People with Learning Disabilities is Moving to a Community-Based Model.”

They also offer support following a hospital stay so that service users can be discharged more quickly when they are medically fit to go home.

Jacquie Knott, Deputy Service Manager for Acute Learning Disability Services with NSFT, said: “This important service provides intensive support at an early stage, in turn preventing an individual’s condition from deteriorating and reducing the chances that they will need to go into hospital.

“The team acts as a gatekeeper of beds so that people are only admitted when a stay in hospital is essential, as we know it is far better to provide support at home or in the community wherever we can.

“Members of the team are able to spend longer with service users, analysing their behaviour and routines to identify what may be causing challenging behaviour. We will then work with both the service user and their family to find practical ways to help.

“The feedback we’ve received so far has been really positive and we are delighted to be making a difference to people’s lives.”

The service has been commissioned by NHS West Suffolk and NHS Ipswich and East Suffolk Clinical Commissioning Groups (CCGs).

Lisa Nobes, Chief Nursing Officer with the CCGs, said: “This service enables patients with a learning disability to be supported every step of the way, so that they receive the right treatment, in the right location and away from the hospital environment.

“We know that people make a more effective recovery away from the hospital environment and this service is a positive example of how care for people with learning disabilities is moving to a community-based model.”

People can be referred to the service by community mental health teams or by their GP, once physical health problems which could be affecting their behaviour have been ruled out.

Dedicated mental health service for rough sleepers launches

A year-long pilot to provide rough sleepers in the Ipswich and Suffolk Coastal areas with dedicated mental health assessment and short-term interventions has launched.

Continues on next page >>
Continued from previous page

The initiative will see NSFT Senior Mental Health Practitioner Jonathan Dickson work with the Rough Sleeping Project to engage with people who are currently not accessing mental health services with the aim of getting them help to address underlying mental health conditions.

The pilot, which began at the start of July, was made possible after Ipswich Borough Council and Suffolk Coastal District Council successfully secured funding for the role from the Ministry of Housing, Communities and Local Government.

“MANY ROUGH SLEEPERS TEND TO BOUNCE AROUND BETWEEN DIFFERENT SERVICES. THEY CAN BE VERY COMPLEX, CHAOTIC AND SPEND A LOT OF TIME IN CRISIS.”

Jonathan’s first priority will be to work alongside partner organisations to identify the level of need and barriers to these individuals getting help for their mental health. He also plans to complete thorough assessments and offer short-term interventions for people who are either already sleeping rough or at a high risk of doing so, with the aim of enabling them to access mainstream mental health services.

In addition, Jonathan will assist other organisations, such as housing support organisations and health outreach services, to support clients with mental health issues.

“I have always been very keen on working with the most disadvantaged, marginalised and hardest to engage people in our community, which is why I applied for this job,” said Jonathan.

“My aim will be to help get them into mainstream services, or to offer support and guidance to the teams already working with this client group. I will also be trying to build up trust with individuals and break down the barriers, which currently exist, so that individuals and services can work together more effectively.

“Although the role will be challenging, it also has the potential to make a real difference to people’s health and wellbeing, which in turn could reduce the numbers sleeping rough by helping them into stable, permanent homes or by preventing them from rough sleeping in the first place.”

A similar scheme is planned for west Suffolk once recruitment has taken place.

Sleeping rough to highlight homelessness

Staff at our Trust handed out clothes and food parcels while chatting to people living rough, before bedding down for the night to raise awareness of homelessness.

“THERE IS ALWAYS BEEN VERY KEEN ON WORKING WITH THE MOST DISADVANTAGED, MARGINALISED AND HARDEST TO ENGAGE PEOPLE IN OUR COMMUNITY, WHICH IS WHY I APPLIED FOR THIS JOB.”

Charlotte White, Community Manager with the team, said: “We are familiar with the challenges faced by service users who not only have mental health problems but also no home to go to, which is why we wanted to highlight the issue by doing a sleep-out.

“It was an eye-opening experience for all of us to sleep out on the streets and to hear the stories of the people who sleep rough all the time, and was also very moving.

“A homeless man came and joined us outside the hospital after he had heard about what we were doing. He told us about his mental health issues and how he came to be homeless. One of the reasons he joined us was for safety. We were fortunate to be in a group, but we got a clear sense of how lonely and dangerous it is for people living alone on the streets.

“I’d like to thank everyone who supported the sleep-out, by joining in or donating money or food to the foodbank collection.

“It’s amazing how even the smallest gift, even just taking the time to chat and listen, can have a positive effect on someone. And I want everyone to know how much their support has helped to make a difference to vulnerable people’s lives.”
Vision for community wellbeing hub will be informed by local people

The development of a community wellbeing hub in Norwich is gathering pace following a successful bid for £558,000 in funding.

The concept of the hub builds on similar, successful and very well received hubs and cafés elsewhere around the country, and has been developed in collaboration with service users and other members of the community.

During the day, the hub will provide support, information and advice for a range of mental health problems and for episodes of mental distress, while the café will help to support people who feel socially isolated.

It will be open to people aged 18 and over and is expected to be staffed and managed by third sector providers. It will also provide GPs with support to draw on when patients present with mental distress or mental ill health, and work closely with the NHS111 service, police, ambulance and social care to support people where the hub would be a more appropriate venue.

The project is a key priority for the Norfolk and Waveney Sustainability and Transformation Partnership (STP). The STP brings together more than 15 NHS and social care organisations to work as one ‘system’. The STP bid for the £558,000 funding, which would pay for the up-front building and fitting out work. The location of the hub is expected to be Churchman House, in Bethel Street, Norwich.

STP leads have stressed that continuing to involve local people in its further development will be central to the success of the project. Dr Tony Palfman, a GP in South Norfolk and Chair of the STP Mental Health Forum said: “We believe that – just as we do with physical health – people should be helped earlier and closer to home, and that they are empowered to resolve or stabilise their mental health issues before they escalate into a crisis and remain safe and well at home.”

Antek Lejk, Executive Lead of the STP’s MH Forum, explained: “All of this will have a positive impact upon local mental health bed pressures, and we know that keeping people out of hospital beds by offering them good community-based support, results in better mental health outcomes for the vast majority.”

West Norfolk Mind is currently running a similar pilot scheme in King’s Lynn, and there are plans to develop hubs in other areas around Norfolk and Waveney in the future, including in the Great Yarmouth and Waveney area.

For more information about Norfolk and Waveney STP and its work to deliver improved local health services, visit www.healthwatchnorfolk.co.uk/ingoodhealth

Work to develop a long-term strategy for mental healthcare

The Norfolk and Waveney Sustainability and Transformation Partnership (STP) has commissioned the review on behalf of local NHS and social care services. Its aim is to develop a 10-year strategy to transform and improve care, improve accessibility to community services and provide specialist services which are fit for the future.

The project began in May with a workshop called ‘Breaking the Mould’, which was attended by patients, clinicians and stakeholders. The next stage will see adult and older people’s services reviewed, followed by the initial development of the strategy, which is expected to be completed by October and November.

The STP has asked independent experts Boston Consulting Group to carry out the project and report back with initial findings by the end of the year. Co-production with service users, their families and carers will be at the core of the review, while clinicians will also be expected to give their input.

The aim is to develop a comprehensive overview of what will be needed to transform within current commissioning and provision. This includes preventative activity in communities, such as helping people to manage mental distress rather than medicalising it, through to specialist services and long-term support for people with conditions that should be diagnosed.

The Norfolk and Waveney Sustainability and Transformation Partnership (STP) has commissioned the review on behalf of local NHS and social care services. Its aim is to develop a 10-year strategy to transform and improve care, improve accessibility to community services and provide specialist services which are fit for the future.

The STP will work closely with colleagues in Suffolk, who are carrying out a similar review, to ensure both projects can link, wherever possible.

STP Chief Officer Melanie Craig said: “Patients, clinicians and stakeholders who came to our ‘Breaking the Mould’ workshop made it clear we need to do things differently. They told us we cannot rely on piecemeal changes or fixing problems in isolation. We need a root and branch look at mental health services so we can design them better for the future.

“At the end of ‘Breaking the Mould’ we promised to hold a full-scale review of mental health and are now delivering on that promise.”
The Hellesdon Hospital Fun Day, which carried the Wild West theme, took place in July and gave visitors the chance to try their hand at Buckin’ Bronco, pan for fool’s gold and enjoy traditional games and refreshments. A large arts and crafts stall offered interactive activities for all ages, while there were live marquee offered interactive activities and sports, including basketball, tennis, football and netball, in turn helping to boost both physical and mental wellbeing.

During the afternoon, Baxi Heating Charitable Trust presented a cheque for £1,000 towards the appeal. Maureen Talis, Manager of the Trust, said: “We are delighted to support NSFT with a £1,000 donation towards the multi-use games area for Hellesdon Hospital. This worthwhile cause fits with the ethos of our Trust, which aims to support local community projects, particularly those which promote education and user’s recovery.”

The versatile outside space will give service users and staff the opportunity to enjoy a range of activities and sports, including netball, in turn helping to boost both physical and mental wellbeing. The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces.

As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.

PEOPLE REALLY DID GO THE EXTRA MILE.”

The change was introduced on Monday, 2 April with the aim of protecting everyone from the harmful effects of tobacco and second-hand smoke.

The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces. As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.

PEOPLE REALLY DID GO THE EXTRA MILE.”

The versatile outside space will give service users and staff the opportunity to enjoy a range of activities and sports, including basketball, tennis, football and netball, in turn helping to boost both physical and mental wellbeing. During the afternoon, Baxi Heating Charitable Trust presented a cheque for £1,000 towards the appeal. Maureen Talis, Manager of the Trust, said: “We are delighted to support NSFT with a £1,000 donation towards the multi-use games area for Hellesdon Hospital. This worthwhile cause fits with the ethos of our Trust, which aims to support local community projects, particularly those which promote education and mental and physical wellbeing.”

The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces. As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.

PEOPLE REALLY DID GO THE EXTRA MILE.”

The versatile outside space will give service users and staff the opportunity to enjoy a range of activities and sports, including basketball, tennis, football and netball, in turn helping to boost both physical and mental wellbeing. During the afternoon, Baxi Heating Charitable Trust presented a cheque for £1,000 towards the appeal. Maureen Talis, Manager of the Trust, said: “We are delighted to support NSFT with a £1,000 donation towards the multi-use games area for Hellesdon Hospital. This worthwhile cause fits with the ethos of our Trust, which aims to support local community projects, particularly those which promote education and mental and physical wellbeing.”

The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces. As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.

PEOPLE REALLY DID GO THE EXTRA MILE.”

The versatile outside space will give service users and staff the opportunity to enjoy a range of activities and sports, including basketball, tennis, football and netball, in turn helping to boost both physical and mental wellbeing. During the afternoon, Baxi Heating Charitable Trust presented a cheque for £1,000 towards the appeal. Maureen Talis, Manager of the Trust, said: “We are delighted to support NSFT with a £1,000 donation towards the multi-use games area for Hellesdon Hospital. This worthwhile cause fits with the ethos of our Trust, which aims to support local community projects, particularly those which promote education and mental and physical wellbeing.”

The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces. As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.

PEOPLE REALLY DID GO THE EXTRA MILE.”

The versatile outside space will give service users and staff the opportunity to enjoy a range of activities and sports, including basketball, tennis, football and netball, in turn helping to boost both physical and mental wellbeing. During the afternoon, Baxi Heating Charitable Trust presented a cheque for £1,000 towards the appeal. Maureen Talis, Manager of the Trust, said: “We are delighted to support NSFT with a £1,000 donation towards the multi-use games area for Hellesdon Hospital. This worthwhile cause fits with the ethos of our Trust, which aims to support local community projects, particularly those which promote education and mental and physical wellbeing.”

The move is in line with requirements from the Department of Health, which has stated all mental health inpatient services and sites must be smokefree by the end of 2018. Although tobacco products are no longer permitted, people can still use electronic cigarettes such as e-cigs and vaping devices in our outside spaces. As part of the move, we have pledged to ask service users admitted to our inpatient wards if they smoke and offer nicotine replacement therapy within 30 minutes, where appropriate. They can also ask to see a NSFT smoking cessation practitioner, who can help them manage without nicotine during their admission, or support them if they wish to quit for good.

Smoking cessation health champions are also in place to support service users who wish to quit, including a gentleman in his late 70s who was admitted to a ward at the Wedgewood Unit in Bury St Edmunds. When he came onto the ward, he told staff that he had been a smoker for 60 years and, although he had tried to give up several times, he had always relapsed.

After speaking to one of our stop smoking practitioners, he decided he wanted to make another attempt to quit and, with the use of NRT and support from staff, managed to stop smoking during his admission and after discharge. He said our Smokefree initiative had a strong influence on his decision to stop, adding that not having other smokers around him during his stay had helped him give up the habit.
Four-legged friends help veterans on the road to recovery

Norfolk veterans experiencing mental health problems are now receiving help along the road to recovery from man’s best friend thanks to an initiative pairing ex-service personnel with rescue dogs in need of a new home.

Paw Support, otherwise known as the Canine Stabilisation Programme, has been developed by ex-navy medic Mike Wright, together with staff from Walnut Tree Health and Wellbeing, which works in partnership with NSFT to support veterans.

Its aim is to pair up ex-service men and women who are suffering with mental health issues with a suitable four-legged friend rescued from a local shelter, in turn helping to tackle isolation, promote wellbeing and build confidence.

“I am convinced that people suffering with mental health issues can find having a dog helpful and beneficial,” said Mike, an ex-Falklands veteran who served in the navy from 1973 to 1987 and retrained as a canine behaviourist two years ago.

“This is especially the case with people from a military background, who like routine and are used to working in a team. Pairing them with a dog in need will help them both.

Any veterans interested in adopting a dog can speak to Luke Woodley, founder of Walnut Tree Health and Wellbeing, who will assess their physical and mental health needs has marked its fourth birthday by expanding the services it offers so that it can help even more people.

Walnut Tree Health and Wellbeing, which is supported by NSFT, was set up by army veteran Luke Woodley after he overcame post-traumatic stress disorder (PTSD) which resulted from his experiences in the field.

Since then, it has begun offering a range of additional and innovative services for ex-military personnel and others with complex needs. These include the Veteran’s Stabilisation Programme, which is provided in partnership with NSFT and offers group support to ex-forces personnel, and Paw Support, which pairs veterans with rescue dogs in need of a good home. The Walnut Tree celebrated its fourth birthday in July and marked the occasion by expanding to take on more room at its new base at Ketteringham Hall, near Wymondham, so that it can offer more services to more people.

This includes trauma re-enactment therapy, which sees men re-enact traumatic events which have caused their mental ill health so that they can understand how it is affecting their feelings, reactions and psychological wellbeing.

In addition, Walnut Tree is also developing new family support training for partners or family members living with a loved one with mental ill health, as well as a service aimed at helping people who are self-medicating with alcohol and prescription medication.

For more information about the support which NSFT offers to veterans, visit: www.nsftr.nhs.uk/veterans

To find out more about The Walnut Tree Project or donate towards its running costs, visit: www.walnuttreehealthandwellbeing.co.uk

Vital service celebrates its fourth birthday

An organisation which offers vital health and wellbeing support to veterans and those with complex mental health needs has marked its fourth birthday by expanding the services it offers so that it can help even more people.

Four-legged friends help veterans on the road to recovery

Norfolk veterans experiencing mental health problems are now receiving help along the road to recovery from man’s best friend thanks to an initiative pairing ex-service personnel with rescue dogs in need of a new home.

Paw Support, otherwise known as the Canine Stabilisation Programme, has been developed by ex-navy medic Mike Wright, together with staff from Walnut Tree Health and Wellbeing, which works in partnership with NSFT to support veterans.

Its aim is to pair up ex-service men and women who are suffering with mental health issues with a suitable four-legged friend rescued from a local shelter, in turn helping to tackle isolation, promote wellbeing and build confidence.

“I am convinced that people suffering with mental health issues can find having a dog helpful and beneficial,” said Mike, an ex-Falklands veteran who served in the navy from 1973 to 1987 and retrained as a canine behaviourist two years ago.

“This is especially the case with people from a military background, who like routine and are used to working in a team. Pairing them with a dog in need will help them both.

Any veterans interested in adopting a dog can speak to Luke Woodley, founder of Walnut Tree Health and Wellbeing, who will assess their physical and mental health needs has marked its fourth birthday by expanding the services it offers so that it can help even more people.

Walnut Tree Health and Wellbeing, which is supported by NSFT, was set up by army veteran Luke Woodley after he overcame post-traumatic stress disorder (PTSD) which resulted from his experiences in the field.

Since then, it has begun offering a range of additional and innovative services for ex-military personnel and others with complex needs. These include the Veteran’s Stabilisation Programme, which is provided in partnership with NSFT and offers group support to ex-forces personnel, and Paw Support, which pairs veterans with rescue dogs in need of a good home. The Walnut Tree celebrated its fourth birthday in July and marked the occasion by expanding to take on more room at its new base at Ketteringham Hall, near Wymondham, so that it can offer more services to more people.

This includes trauma re-enactment therapy, which sees men re-enact traumatic events which have caused their mental ill health so that they can understand how it is affecting their feelings, reactions and psychological wellbeing.

In addition, Walnut Tree is also developing new family support training for partners or family members living with a loved one with mental ill health, as well as a service aimed at helping people who are self-medicating with alcohol and prescription medication.

For more information about the support which NSFT offers to veterans, visit: www.nsftr.nhs.uk/veterans

To find out more about The Walnut Tree Project or donate towards its running costs, visit: www.walnuttreehealthandwellbeing.co.uk

Building friendship with Mental Health Mates

A teacher who has spent a decade battling anxiety has set up an innovative support group which gives people living with mental health difficulties in the Ipswich area the chance to get together, share experiences and build confidence.

Enya Ayden-Bridge set up Mental Health Mates after reading a best-selling book called Mad Girl, by Bryony Gordon, which encourages people to celebrate life with mental illness and talk about it without being pressured.

Since the book was published, around 100 Mental Health Mates groups have been set up across the country, which are open to people of all ages and from all backgrounds.

“The group seems to be really helping people and everyone enjoys meeting with others who have a shared understanding of living with a mental health condition,” said Enya, who has had problems with anxiety since she was 14.

“It has given people the chance to make connections with others who are going through similar things. We have a wide variety of ages from 24 to 70, and some members of the group now email each other if they are feeling down so that they can provide support for one another.

“The group is also a chance to share tips about what works for them. At other times we talk about things completely unrelated to mental health such as what sort of week we’ve had – it really is flexible and we are happy just to go with the flow.

“aalso one is forced to talk about their mental health issue – it’s about getting people chatting and interacting again and building their confidence.”

Setting up the group has also helped Enya to manage her own anxiety, which has improved since she underwent counselling while at Anglia Ruskin University in Cambridge.

“I would always keep to myself and to my own boundaries, and would avoid going on school trips because travelling gave me panic attacks,” said Enya, who is a science teacher at Hadleigh High School.

“It affected my grades and I did very badly in my A-levels. But was able to get a place at university where I received counselling, which made a real difference to me. I realised I had to just do things rather than try and avoid them. That way, it doesn’t feel like the anxiety has won.”

The group is open to anyone with any mental health condition, such as low self-esteem, obsessive compulsive disorder, depression or anxiety. Friends and family members who are worried about a loved one are also welcome to go along.

Ipswich Mental Health Mates meet outside the Cult Café on Ipswich Waterfront at 7pm on the first and third Tuesday of every month. Contact Enya at ipswichmentalehealthmates@gmail.com

For information about Norwich’s group, or other meet-ups taking place across the country, visit: www.mentalhealthmates.co.uk

Norfolk and Suffolk NHS FT (NSFT)
SERVICE USER AND CARER FORUMS

We have a busy schedule of events taking place across the county in the coming months which will give you the opportunity to improve your wellbeing, keep informed about Trust developments and provide you with the opportunity to get more involved by attending service user and carer forums and membership events.

SERVICE USER AND CARER FORUMS

Diary Dates

We have a busy schedule of events taking place across the county in the coming months which will give you the opportunity to improve your wellbeing, keep informed about Trust developments and provide you with the opportunity to get more involved by attending service user and carer forums and membership events.

DIARY HIGHLIGHT:

These monthly forums keep NSFT service users and carers informed about local issues and provide the opportunity to comment on service developments and get involved.

Norfolk and Suffolk NHS FT (NSFT)

115114 Norfolk and Suffolk NHS FT (NSFT) 114 Insight | Spring/Summer 2018

Norfolk and Suffolk NHS FT (NSFT)

115114 Norfolk and Suffolk NHS FT (NSFT) 114 Insight | Spring/Summer 2018

WELLBEING SUFFOLK AND WELLBEING NORFOLK AND WAVENEY

OFFERING A RANGE OF SUPPORT TO IMPROVE YOUR WELLBEING AND HELP YOUcope WITH STRESS, ANXIETY AND DEPRESSION, WITH FREE TASTER AND MINDFULNESS COURSES ACROSS THE COUNTIES.

FOR更多 DETAILS AND TO KEEP YOURSELF INFORMED ON ALL THE NEWS, VISIT: WWW.WELLBEINGNANDS.CO.UK

OTHER EVENTS

Suffolk VASP

The Suffolk VASP (Voluntary and Statutory Partnership) for mental health is an open forum for anyone with an interest in mental health.

It is formed of several local VASPs across Suffolk. To find out more about this organisation and their events, email: vasp@bsevc.co.uk or visit their website at: www.suffolkvasp.co.uk

Suffolk User Forum (SUf)

SuF gathers, records and collates the experiences of mental health service users in Suffolk and makes recommendations to providers and commissioners. They also aim to inform service users of developments in mental health care. To find out more about SuF visit: www.suffolkuserforum.co.uk

OTHER EVENTS

Mind

Mind provides advice and support to anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Your local Mind also provides services which include supported housing, helplines, drop-in centres, employment and training schemes, counselling and befriending. For more information and to access your local Mind for information on upcoming events, go to: www.mind.org.uk

Relate

Relate services include relationship counselling for individuals and couples, family counselling, children and young people’s counselling and sex therapy. For more information about regular workshops and meetings, go to: www.relatenorfolksuffolk.co.uk

WELLBEING SUFFOLK AND WELLBEING NORFOLK AND WAVENEY

OFFERING A RANGE OF SUPPORT TO IMPROVE YOUR WELLBEING AND HELP YOUcope WITH STRESS, ANXIETY AND DEPRESSION, WITH FREE TASTER AND MINDFULNESS COURSES ACROSS THE COUNTIES.

FOR更多 DETAILS AND TO KEEP YOURSELF INFORMED ON ALL THE NEWS, VISIT: WWW.WELLBEINGNANDS.CO.UK

OTHER EVENTS

Suffolk VASP

The Suffolk VASP (Voluntary and Statutory Partnership) for mental health is an open forum for anyone with an interest in mental health.

It is formed of several local VASPs across Suffolk. To find out more about this organisation and their events, email: vasp@bsevc.co.uk or visit their website at: www.suffolkvasp.co.uk

Suffolk User Forum (SUf)

SuF gathers, records and collates the experiences of mental health service users in Suffolk and makes recommendations to providers and commissioners. They also aim to inform service users of developments in mental health care. To find out more about SuF visit: www.suffolkuserforum.co.uk

OTHER EVENTS

Mind

Mind provides advice and support to anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Your local Mind also provides services which include supported housing, helplines, drop-in centres, employment and training schemes, counselling and befriending. For more information and to access your local Mind for information on upcoming events, go to: www.mind.org.uk

Relate

Relate services include relationship counselling for individuals and couples, family counselling, children and young people’s counselling and sex therapy. For more information about regular workshops and meetings, go to: www.relatenorfolksuffolk.co.uk

WELLBEING SUFFOLK AND WELLBEING NORFOLK AND WAVENEY

OFFERING A RANGE OF SUPPORT TO IMPROVE YOUR WELLBEING AND HELP YOUcope WITH STRESS, ANXIETY AND DEPRESSION, WITH FREE TASTER AND MINDFULNESS COURSES ACROSS THE COUNTIES.

FOR更多 DETAILS AND TO KEEP YOURSELF INFORMED ON ALL THE NEWS, VISIT: WWW.WELLBEINGNANDS.CO.UK

OTHER EVENTS

Suffolk VASP

The Suffolk VASP (Voluntary and Statutory Partnership) for mental health is an open forum for anyone with an interest in mental health.

It is formed of several local VASPs across Suffolk. To find out more about this organisation and their events, email: vasp@bsevc.co.uk or visit their website at: www.suffolkvasp.co.uk

Suffolk User Forum (SUf)

SuF gathers, records and collates the experiences of mental health service users in Suffolk and makes recommendations to providers and commissioners. They also aim to inform service users of developments in mental health care. To find out more about SuF visit: www.suffolkuserforum.co.uk

OTHER EVENTS

Mind

Mind provides advice and support to anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Your local Mind also provides services which include supported housing, helplines, drop-in centres, employment and training schemes, counselling and befriending. For more information and to access your local Mind for information on upcoming events, go to: www.mind.org.uk

Relate

Relate services include relationship counselling for individuals and couples, family counselling, children and young people’s counselling and sex therapy. For more information about regular workshops and meetings, go to: www.relatenorfolksuffolk.co.uk

WELLBEING SUFFOLK AND WELLBEING NORFOLK AND WAVENEY

OFFERING A RANGE OF SUPPORT TO IMPROVE YOUR WELLBEING AND HELP YOUcope WITH STRESS, ANXIETY AND DEPRESSION, WITH FREE TASTER AND MINDFULNESS COURSES ACROSS THE COUNTIES.

FOR更多 DETAILS AND TO KEEP YOURSELF INFORMED ON ALL THE NEWS, VISIT: WWW.WELLBEINGNANDS.CO.UK

OTHER EVENTS

Suffolk VASP

The Suffolk VASP (Voluntary and Statutory Partnership) for mental health is an open forum for anyone with an interest in mental health.

It is formed of several local VASPs across Suffolk. To find out more about this organisation and their events, email: vasp@bsevc.co.uk or visit their website at: www.suffolkvasp.co.uk

Suffolk User Forum (SUf)

SuF gathers, records and collates the experiences of mental health service users in Suffolk and makes recommendations to providers and commissioners. They also aim to inform service users of developments in mental health care. To find out more about SuF visit: www.suffolkuserforum.co.uk

OTHER EVENTS

Mind

Mind provides advice and support to anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Your local Mind also provides services which include supported housing, helplines, drop-in centres, employment and training schemes, counselling and befriending. For more information and to access your local Mind for information on upcoming events, go to: www.mind.org.uk

Relate

Relate services include relationship counselling for individuals and couples, family counselling, children and young people’s counselling and sex therapy. For more information about regular workshops and meetings, go to: www.relatenorfolksuffolk.co.uk
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, August 2018.

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.