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NEWSLETTER
March 2013

BHFT pledges it's Time to Change



BHFT Chief Executive Julian Emms with the signed pledge together with Governors and service users

Berkshire Healthcare NHS Foundation Trust (BHFT) has publicly pledged to help tackle the stigma and discrimination associated with mental health.

On 12 February BHFT's chief executive, Julian Emms, signed the Time to Change pledge to demonstrate our commitment to tackling mental health discrimination. He was joined by service users, BHFT staff and governors at the event held in the Therapy Room at Prospect Park Hospital, Reading.

Time to Change is a campaign led by mental health charities MIND and Rethink Mental Illness. The campaign encourages individuals and

organisations to take action to address mental health stigma. By pledging, BHFT is aligning itself with a major national movement for change and showing leadership in tackling the issue.

Julian said: "I think it is important to show that this commitment has support from the top. We want a culture in our organisation where mental health discrimination has no place, and where we work to actively challenge the stigma that is still associated with mental health issues.

"We are developing an action plan to take this forward, working with our staff and service users to play our part in the Time to Change campaign."

Keep a look out for the BHFT Time to Change pledge boards around Trust units

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It's good to talk - Big Conversations start around BHFT

Berkshire Healthcare NHS Foundation Trust's staff are working on projects aimed at removing barriers that get in the way of us offering the best care to patients and their families as part of Listening into Action (LiA).

LiA is a new way of working at the Trust that puts our staff working on the front line at the centre of change.

sponsored by executive directors have been set up to look at these initiatives.

Other issues are being addressed by local teams of enthusiastic and committed staff, such as improving district nursing in Maidenhead and improving the client experience at Talking Therapies in Reading.



“Our staff are the people who know what needs to be done on the ground to improve our service. It is really important that we understand what gets in the way of them being able to provide the very best care for patients.”

Julian Emms, BHFT Chief Executive

At the end of 2012, Trust chief executive Julian Emms kicked off LiA with a series of Big Conversations with staff. These events asked staff to identify what gets in the way of them delivering the very best patient care.

Some of the issues raised were identified as “quick wins” and have already been addressed. For example, staff asked if all the training they were asked to do was really necessary for everyone. As a result, a review of training requirements started in January.

Some of the issues raised by staff at the Big Conversations need to be addressed by the Trust as a whole – such as improving internal communications and streamlining the recruitment process – and groups

Chief Executive Julian Emms said: “I am really impressed with the way in which staff have engaged with Listening into Action. There is some really great work being carried out by our enthusiastic and committed staff that will help us to provide a much better service to patients and their carers.

“Our staff have daily conversations with patients and carers and so are well-placed to tell us what patients want. It is very important that we understand what gets in the way of them being able to provide the very best care.

“I want to involve staff in deciding what changes need to be made so they can do their job better, and empower them to make those changes.”

Improving patient and carer experience at Prospect Park Hospital

Staff at Prospect Park Hospital are working with patients and carers to improve ward experience as part of the 15-steps challenge (see panel below).

Tai Chi on Rowan ward

Nicky Holmes, ward manager and lead for falls, has been researching the benefits of Tai Chi in improving core strength and reducing falls. Says Nicky, "We have collaborated with Reading charity Sport in Mind to deliver Tai Chi sessions for patients on Rowan ward as part of our *Star Wards* initiative.

Nicky is hoping these sessions will become a regular part of the treatment programme on the ward.

Family interventions on Rowan ward and Orchid ward

Staff Nurses Michelle Biegi, Maree Adam and Lelia Ciobanu have been working with families since completing the Psychosocial Interventions course led by Nicki Moone at the University of West London. As part of a pilot project they are developing the services offered to carers and families in their ward areas.

Following an assessment of need they will be offering a combination of family intervention sessions with some service users and their families, alongside a carers psycho education course based on the family intervention model. The carers courses will give carers and



Prospect Park Hospital, Reading

families an opportunity to share their experiences and expertise with other carers and develop both their understanding and coping strategies.

Feedback from carers on the initiative so far has been very positive and it is hoped that the project will develop and that other areas begin to develop family and carer services.

For more information about Sport in Mind check out their website: www.sportinmind.org

*"We have collaborated with Reading charity Sport in Mind to deliver Tai Chi sessions for patients on Rowan ward as part of our *Star Wards* initiative."*

Nicky Holmes

The 15-steps challenge

The 15-steps challenge was inspired by a comment from the mother of a young girl who was a regular inpatient who said, "I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward." This was how quick it could be to make a lasting impression.

So BHFT is working on its own 15-steps challenge and is working with groups of patient representatives and others to help identify what works well and what can be improved. If you are interested in being involved in this project, please contact Pam Mohomed-Hossen on 01753 635698.

Transforming community health

BHFT is launching several initiatives to improve the quality of patient care for programme called Tomorrow's Community Health. Fiona Cordy reports on the

The Tomorrow's Community Health (TCH) programme aims to assist the Trust and its partner organisations in managing the changes that are taking place in healthcare provision.

The programme is part of the Government's and commissioners' overall strategy to shift the focus in healthcare from acute hospitals to care settings in the community.

The strategy involves bringing together different clinical staff, linking health and social care teams to provide better services to people by working together and avoid unnecessary acute hospital admission wherever possible. Another key element of the programme is to ensure easier access to our services.

Work on our East Berks Integrated Teams Projects for adults, and children's specialist services is coming on in leaps and bounds, building on our experience of working with our partners in primary care and social services to deliver Early Supported Discharge and Intermediate Care.

The children's service has brought together professionals including paediatricians, occupational therapists, physiotherapists, speech and language therapists and community nurses who all specialise in treating and caring for children.

They now operate from one clinical assessment, treatment and administrative hub, at Upton Hospital, to make access easier for families.



Windsor and Maidenhead's integrated team

Planning for integrated teams supporting adults with long term conditions is also stepping up. These teams include BHFT community matrons, care co-ordinators, district nurses and social workers centred on new GP "clusters" or groups of GP practices. The teams meet regularly to ensure care is coordinated, working with patients and their families to identify the goals and outcomes they wish to achieve. These teams call on advice from our specialists, including for example, our Parkinson's nurse and our mental health teams, where necessary.

In Bracknell and Ascot Clinical Commissioning Group, the first of many care co-ordination discussions took place recently with GP practices dialling in by teleconference – and was found to be very successful. Participants felt it was an effective use of time and welcomed the hours saved by not having to drive to the meeting. GPs are already reporting an improvement in the care of individual patients.

to improve the quality of patient care

people with physical health conditions. These initiatives are part of our improvement hard work going on around the Trust to turn plans into reality.



Julie West

With Bracknell Forest Council taking a proactive role in setting up the new teams, and enthusiastic participation from the GP team, it felt like “Me, Dr Rohail Malik (clinical lead), Mira Haynes (BFC) and Mary Purnell (CCG lead) were joined at the hip,” says Local Manager Julie West.

Mira Haynes, chief officer for older people and long term conditions at Bracknell Forest Council, said: “This is a good example of where true partnership working and commitment and hard work by all organisations have improved outcomes for people in the community.”

In Slough, our three new integrated teams based around GP surgeries are already in place.

Windsor and Maidenhead piloted its first meeting at the Cedars GP practice in central Maidenhead, and a trial at Datchet Health Centre is due to take place shortly, before full roll-out of all four clusters in March and May.

Locality manager Nicky Wilson said, “We’re focusing on effective co-ordination of patients’ care and aligning our services around the needs of the patient. As part of that, we are agreeing with the patient, their family and carers a ‘crisis escalation plan’ so that the patient is supported in knowing what to do when they experience any sort of deterioration in their condition. This plan, with the patient’s full agreement, is then shared with all the agencies involved in a patient’s care, so that the patient receives an appropriate response whenever they need support.”

One of the key elements to the success of the programme is the roll-out of 24-

hour district nursing so that patients can access the service whenever their need arises. Our work has factored in extra hours outside of the usual day and night shifts (between the hours of 7am till 8.30am and 4.30pm till 7pm), closing a gap that existed previously.

Nicky said, “We’re really keen to have feedback from our patients who are being managed by these integrated teams, to make sure we’re getting this right. For example, are they feeling more supported at home as a result of our work?”

If you have any questions regarding our Tomorrow’s Community Health strategy, please email: tch@berkshire.nhs.uk

Tomorrow's Community Health at a glance

BHFT is creating a new healthcare system where:

- People can easily access and navigate our services
- We keep patients out of hospital whenever possible
- We enable people to manage their conditions better and improve their quality of life

"This is a good example of where true partnership working and commitment and hard work by all organisations have improved outcomes for people in the community."

Mira Haynes, Chief Officer, Bracknell Forest Council

BHFT shortlisted for dementia funding

A BHFT pilot scheme has got through to the second stage of a Department of Health programme to improve care environments for people with dementia.

If the bid is successful, the Trust plans to provide a lighting panel, a dedicated carers room and special seating for Jasmine and Oakwood wards at Prospect Park Hospital in Reading. The pilot project would be used as a model for dementia care for people from all over the UK.

The lighting panel mimics natural lighting and uses blue light to provide a calming ambiance when people may want to sleep and yellow lighting to stimulate them for meal times and other occasions.

The lighting is based on studies from healthcare charity The Kings' Fund.

In the carers' room, families and friends will be able to spend time with patients in a

relaxed atmosphere with items designed to encourage reminiscences. Senior Nurse for Older Adults and Rehabilitation Lynne Renals-O' Kane, who submitted the bid, said, "Families are key to the happiness of older adults and they need and deserve our support."

Lynne added, "I'm passionate about dementia care and this is a fantastic opportunity for us to access funds to help people and their families in this position."

The money will also support the installation of cinema-style seating in the corridors, which can be pulled down easily to help people avoid falls. Opposite the seats, "iconic" Berkshire scenes will be placed to encourage people to sit down, rest and reminisce.

Submissions for the next stage are due to be made by the end of April.

25 years and counting

Congratulations to a Jane Spriggs, a Nursing Assistant on Ward 12 at Heatherwood Hospital who has achieved 25 years of working for the Trust.



Ward manager, Michelle Mbayiwa presents Jane Spriggs with a bouquet to mark her 25 years at the Trust

"What has kept me here all these years is that I love working on the ward. It's a place I can't leave. I have worked with some amazing people and have never even considered working anywhere else. I have never applied for another job or looked for another job.

"The Trust's flexible working practices have also helped. I have children and I have had support from managers that has enabled me to work nights or during the day according to family commitments.

"The most rewarding part of my job is that patients still remember me from 15 years ago. Thinking about how work has changed over the last 25 years, I think the biggest change has been the increase in paperwork and the introduction of computers. One thing that hasn't changed however is the great teamworking that goes on here in the ward and makes my job worthwhile."

Says Jane, "My mum worked on Ward 12 so I'm following in her footsteps.

Mind how you go

Staff at Berkshire Healthcare NHS Foundation Trust have given a pilot Mindfulness course a resounding thumbs-up.



Back row L-R: Jane Vango, Judit Gyulai, Rebecca Lacey, Ann Bergman, Georgina Hunter, Pamela Reeves. Front row L-R Fiona Cordy, Stephanie Cozzi and Hilda Walker

'brilliant' and said, "it's given us new resources and skills to be able to deal with the stresses of everyday life."

Dr Reeves said, "Mindfulness involves using a variety of meditation techniques to help people focus their attention on the present and become more aware of where their thoughts are leading them."

The techniques include using sounds, tastes, touch, breath, our bodies and even physical or

emotional pain as an "anchor" for the mind and as a way of changing how we engage with our thoughts and emotions.

Eleven employees from across the Trust took part in a nine-week course run by Clinical Psychologist Dr Pamela Reeves on Wednesday evenings from December to February. Pamela works for the Windsor Ascot and Maidenhead Community Mental Health Team (WAM CMHT).

Participants reported the course has been useful in a variety of ways. One of them said, "I've always felt responsible for how other people feel and what they do and as a result of the course, I've realised that this isn't the case."

Staff described the course as 'very useful,'

The course will be offered to clients of the WAM Community Mental Health Team for the first time in April 2013.



THINKGLUCOSE™

Inpatient care for people with diabetes

A new campaign has launched this month to raise the profile of diabetes in the Trust's inpatient wards and units.

The *ThinkGlucose* campaign is designed to help staff manage the care of people with diabetes. The number of people with diabetes is rising, which is leading to an increased number of patients coming into one of the Trust's inpatient services who also have diabetes.

Said Helen Mackenzie, BHFT's Director of Nursing: "*ThinkGlucose* is about improving

the experience of patients who have diabetes during their stay on one of our wards or units by identifying their needs at the beginning of their admission.

"For example, for people with diabetes, the timing and content of their meals is as important as the timing and type of medication.

"With the rise in diabetes it is important that all our inpatient staff are kept well informed of current best practice and know where to find information."

Katrina's Garden Women's Group

Guest contributor Karen Shukla, who is a BHFT Community Development Lead and facilitator for the Black, Ethnic and Minority Community in Slough describes an initiative that brought together women with mental health issues

One garden plot, one street, one town and 12 women with a new sense of self belief in themselves and others - a sense of fun and happiness replacing the depression, anxiety and low-self-esteem that had plagued them. How had this been achieved?

Katrina's garden was transformed with tender love and care from all the women in the group, little bird tables were arranged and flower beds were planted. The sense of achievement and pride filled the air.

This led on to making plans for future group projects.

Very recently a Winter Fayre was hosted. The group got together and had a day where greetings cards, decorations and posters were made for the Fayre. Behind the scenes the facilitators were looking for community support and were very fortunate to have goodies donated from MARS and Asda and the venue for the Winter Fayre, was given free of charge by the members of the Slough Rotary Club.



It all began with an amazing commitment to group work, working hard on self-esteem issues, a non-judgemental stance, and the most important ingredient, 'compassion'.

Above and right: Members of the Women's Group

Women from different age groups, nationalities and cultures had joined together with one common dominator - they had struggled with a mental health problem. But the human spirit is not one to be ignored so easily. Empathy grew between the women. Isolation was eradicated and a sense of purpose blossomed!

It became apparent very early in the group that the woman felt a 'sense of belonging' and they described this in these words, "In our group we understand because we are all the same, we have faced the same problems, struggles and stigma."

These incredibly intelligent women recognised that there must be a way forward, hence **Katrina's Garden Project**; Katrina is a young single mother struggling on the poverty line, but her great joy is her garden; She told the group how much pleasure she had previously derived from her garden before her mental health problems. So the group began to plan, they collected shrubs and seeds; they decided that they were going to make a difference!



The women have now become the 'Moving on Group' where we are supporting the women to facilitate their own meetings, and to re-engage in society. Some of them are also volunteering at SHOC, the local homeless shelter, on a Friday morning.

The new women's group is now in its fourth week of a 16-week programme using coaching models which are underpinned by Cognitive Behavioural Therapy.

And at the end of the day we the facilitators can go home after a hard day at work and say 'do you know what? Work was really okay today.'

Jacqueline Oliva
Karen Shukla
Gaynor Brown