

# TRUST Matters

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• Contact us at: [membership@smhp.nhs.uk](mailto:membership@smhp.nhs.uk) • Online: [www.smhp.nhs.uk/trustmatters](http://www.smhp.nhs.uk/trustmatters)

## The Trust has become an Employer of Choice



Associate human resources director Jan Togher receives the official Employers of Choice Charter plaque from the scheme's initiative director Ron Mackrell.

### What does that mean?

We are working towards excellence in a number of different areas which are aimed at improving your experience of working within the Trust.

These are:

- Caring for staff
- Honesty and fairness
- Open communications
- Involvement
- Coaching and developing
- Ethical management

The Trust's Improving Working Lives group is taking each of these different areas and looking at how we can develop within them – if you have any thoughts about this, they'd be pleased to hear from you.

Contact [hayley.bipin@smhp.nhs.uk](mailto:hayley.bipin@smhp.nhs.uk) or telephone 01473 329708.

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### TMTV - could you be our next presenter?

Filming TMTV can be really good fun and we are looking for more people who fancy giving presenting a go to step up and make themselves known.

Whatever your idea or interest, please contact Helen Abbott on 01473 329148 or email [helen.abbott@smhp.nhs.uk](mailto:helen.abbott@smhp.nhs.uk)

## It's 'good' all round for Trust's services!

The quality of healthcare services provided the Trust has been described as 'good' by an independent watchdog.

The Healthcare Commission also gave the same rating to way in which we use our resources – an improvement over last year's lower assessment of 'fair'. Within the 'good' rating for health services, the Commission noted that the Trust had achieved all the existing and most of the new national standards.

And feedback from service users showed that the Trust treats people with dignity and respect and pays close attention to safety and keeping the public healthy.

Chief executive Mark Halladay said: *"Coming on the back of our successes in the NHS Innovations Awards and our own staff recognition awards, these results are an endorsement of the high quality healthcare that our staff deliver every day to the people of Suffolk and Thetford."*

*"It's thanks to them, along with prudent financial management, that we have been in the position to invest in additional services like our early intervention service for younger people at risk of developing a serious illness, and improving access to psychological therapies for everyone."*

*"Similarly, we have enhanced our community mental health teams and are working towards giving people with learning disabilities greater independence and rights at citizens."*

This is a breakdown of previous scores for Suffolk Mental Health Partnership NHS Trust:

Year	Quality of services	Use of resources
Pre 2005	Zero stars in old 'Star Ratings' system, out of a possible 3	
2005/06	Fair	Fair
2006/07	Good	Fair
2007/08	Good	Good

Drilling down further into the overall ratings gives the Trust a clear picture of areas which need to be addressed. The individual standards – and how we fared – can be seen by going to: <http://www.healthcarecommission.org.uk/healthcareproviders/serviceprovider-information/annualhealthcheck/annualhealthcheck2007/2008.cfm>



## A message from the chief information officer

I just wanted to give you an update as to where we were with various projects that the Suffolk Support Services informatics work programme team and I are engrossed in.

It is a particularly exciting time within information management for the Trust, as we support new ways of working within various Trust teams and make sure processes link together well. Any questions, please contact me at [peter.dean@smhp.nhs.uk](mailto:peter.dean@smhp.nhs.uk)

## A snapshot of the Trust – at the touch of a button

The informatics and software teams have been working on a management information system (MIS) which will give staff, managers and the Trust Board an instant view of how we are performing in various areas.

It brings together all the data from ePEX, the electronic staff record, the training database and information from Staff Pathways into one place, along with critical performance, risk and financial data.

The result is an at-a-glance 'dashboard' which can be viewed via the intranet, and will provide an easy way to see any inconsistencies across the data and eventually allow for true service-line reporting. It will be developed to meet further staff and Trust Board needs over the coming months.

Take a look for yourself at:  
[http://softweb/mis/mis\\_front.aspx](http://softweb/mis/mis_front.aspx)

## We're here to serve!

When you place a call to 01473 329444 or contact them via the intranet (<http://softweb2/servicedesk>) have you thought about the people on the receiving end of your call?

The Service Desk team are on hand from 8am to 6pm every weekday (except bank holidays) to help you with your IT problems such as to answer questions about ePEX or to remind you of forgotten passwords.

But did you know that they should also be your first port of call for software development, telephone problems (whether mobile, landline or internet phones), network issues or training on Microsoft products?

They also handle IT training, traditional technology and the purchasing of IT equipment.

It's impossible to estimate the size of the Service Desk team, as the technicians can assign a particular task to one of any number of people. When your call comes

in, it is logged by one of the technicians – if they can fix it, or talk you through the problem straight away, then they will.

Otherwise, they log the query and make sure it's passed to the person best able to help.

A Service Desk controller keeps an overall eye on whether there are any Trust-wide issues which need attention, while the Service Desk Manager handles problems in management processes. You can help the Service Desk team to help you more effectively by making sure you give them really good information:

- Your name and when you would be available to speak to about the problem, especially if you are part-time (a lot of time is spent talking to answer-machines otherwise!)
- A description of the problem or requirement
- If it's a problem, what you were doing when you noticed it
- If it's a request for new/transferring staff: who they are, what team they are working in, whether they already know how to use ePEX, when they are starting etc
- Your IMT number; this is the six digit number on the silver & blue sticker on your PC etc

Programme Manager Kate Walker said: *"All of this allows the front-line guys to ensure the information is passed to the right person so that the query can be answered in a timely manner."*

Lately, they have been working on a new system for logging incidents via the intranet, whereby you can alert Service Desk via an online form and then track the progress of your query or concern. This service is now live and available via the IT Service Desk link on the intranet: <http://softweb2/servicedesk>

## We're there with new SMS system

It's taken a fair bit of data-crunching and transferring information, but the new electronic system for substance

misuse services is now up and running. Information manager and system administrator Sue Green and project manager Ann Clancy, from the informatics team, have been working hard to get the Illy Links Carepath system up and running.

The system provides SMS staff a more productive way of working, more efficient case management system and supports improved prescribing protocols. The new system also feeds into the NDTMS (National Database for the Treatment of the Misuse of Substances). The project deployment approach and migration has been highlighted by the NTA (National Treatment Agency) as a shining example of how to handle this process.



## The lowdown on ePEX

More than 800 members of staff have now been trained on version 28 of ePEX, the Trust's electronic patient record.

This implementation of ePEX release version 28 will be the Trust's preliminary steps toward the phased approach in the development and enhancement of the ePEX clinical system to capture the new mental health requirements. The new version meets the new requirements we have to take into consideration as a result of the new Mental Health Act, the new Care Programme Approach (CPA) and the Health of the Nation Outcome Score (HONOS).

If you have not yet received your training, then visit the 'Informatics work programme' pages on the intranet, under 'Information and advice'.

# Staff acknowledged for innovative ideas

Trust staff scooped up three prizes in a regional innovation awards competition last month.

Organised by Health Enterprise East (HEE), the region's NHS innovation hub, the Spotlight on Mental Health Competition invited innovations from staff working for mental health trusts in the East of England.



Pictured, from left: Richard Stanley, Robert Nesbitt, Peter Blenkinsop HEE, Cathy Walsh, Laura Sutton, Rebecca Poz and Mark Halladay.

Andy Cook, from the West Suffolk Drugs Service, received a commendation in the 'technology' category for 'light therapy', a trial using light boxes to help individuals maintain their recovery during the autumn and winter months. These light boxes could also be used in communal areas such as a light cafés, or fitted in bedrooms, wards or counselling rooms.

In the 'user and carer involvement' category, Robert Nesbitt and the 'If you only knew...' campaign team received a commendation for the way in which it engaged service users and young people in tackling discrimination and stigma. The campaign includes facts about mental health, explores experiences to challenge stereotypes and gives information on support available.

In the 'responding to people as individuals' category, an initiative led by consultant psychologist Laura Sutton and her team also won a commendation. This centred on improving the environment to help people with cognitive problems, including providing equipment, altering the design of room layouts and reducing background noise.

Dr Anne Blackwood, head of innovation at HEE said: "This is the first Spotlight competition and we were overwhelmed by the number of entries - 50 in all - and the sheer creativity of the innovations put forward."

"We felt that HEE members who work for mental health trusts in our region needed a special competition to showcase their ideas, which have all been put forward by staff working in the frontline of care."

## Staff awards 2008

Well done again to all our winners and nominees in the Trust's 2008 staff recognition awards.

All the pictures from the night, along with a copy of the awards brochure and the presentation speech given by chairman Dr Hugh Davies, are now on the intranet – alternatively, if you'd like a hard copy of the awards brochure then contact Gabriel Tamaya on 01473 329285 and he'll put one in the post to you.

The standard of nominations was, once again, excellent – and the sheer buzz of positivity at the awards ceremony was fantastic.

Chief executive Mark Halladay said he had never been so proud to be associated with the Trust as he was on that night – a feeling which was shared by many others.

This is a complete list of winners and shortlisted nominees:

### • Improving working lives

**Winner** – Richard Stanley (head of graphics)

**Shortlisted** – Maureen Parnell (crisis team)

### • Team leader

**Winner** – Marian Stevens-Farrow (community services manager)

**Shortlisted** – Graham Abbott (West Suffolk Drugs Service)

Dr Denise Herron (psychologist)

Dr Laura Head (older people's service consultant)

Helen Whight (Ipswich community team manager)

Margaret Little and Karen Clements

(service managers - joint nomination)

### • Innovation

**Winner** – Early intervention team

**Shortlisted** – Home team of No 7 Airey Close (learning disability)

Mental health directorate administration team.

4 Allington Smith Close (learning disability)

The Junction (substance misuse)

### • Making a difference

**Winner** – James Woolnough (PALS officer)

**Shortlisted** – The coastal admin team

Nicola Housden (eating disorders)

Julie Bromley (crisis team)

### • Chairman's special awards

Gwen Steward (catering)

Diane Mongan (cleaning)

### • Partnership working

**Winner** – Dr Richard Young (psychologist)

**Shortlisted** – Robson House team of the Richmond Fellowship

## Health chiefs hear how Trust involves service users

The way the Trust involves service users and carers in the Care Programme Approach has been showcased before the Department of Health.

Practice educators Jeannie Wright and Derek Jones were invited to London to talk about Stepping Forward, a series of presentations and workshops which ask service users and carers about what they think of various aspects of CPA. "We took a DVD of service users talking about how they have been involved in CPA, and about their contribution to the service in Suffolk," said Jeannie. "We were able to demonstrate what we were doing regarding person-centred care through those people's own stories."

Jeannie said that using the DVDs as part of CPA training showed staff how having choices regarding assessments was important for service users, and how the care plan can aid communication for everyone. So far, four Stepping Forward workshops have been held, the most recent of which was in Bury St Edmunds last month.

# Patient and staff safety - a top priority

## Making services safe for patients and staff is fundamental to the provision of high-quality health services.

Key to providing high-quality care is having good systems in place for staff to report when patients have, or could have, been harmed. Due to good levels of reporting, the Trust has been able to:

- **set safety priorities and direct investment**

We invested in medical equipment to prevent injury from faulty equipment following a review of patient safety incidents.

- **anticipate problems and reduce costly claims**

We have invested heavily in manual handling; health and safety; prevention of management and aggression; and breakaway training for staff and encouraged the reporting of incidents. As reporting levels have risen our claims are reducing and the Trust is able to identify problems at an early stage.

- Key to this, is learning from staff who report when patients have, or could have, been harmed.

- Staff need to see that the effort they make to report incidents is worth while and results in safer services.

- The response to an incident by staff is more important than the reporting system.

- High reporting is a mark of 'high reliability' organisations.

## Key points

- Making services safe for patients and staff is essential in the provision of high-quality health services, but this is not the highest priority in all areas of the Trust.

Here in the Centre for Service Excellence, we continue to working collaboratively with staff to improve our reporting by making it easier to report while capturing required information for analysis and follow-up.

### Risk management team

## How can you help us to help you?

### RM1

By completing the RM1 correctly, it will avoid having to disturb you for missing details.

- The handwriting/legibility on the reports is sometimes unclear. Please write in block capitals using black ink - especially where names and job titles are concerned.
- Remember to complete all the boxes, if 'Not Applicable' please state - do not leave the box blank.
- Remember to state in the witness section all people involved, especially those involving a number of staff in PMA incidents.
- Ensure that if the patient is

sectioned under the Mental Health Act, this is stated on the RM1 and if not, state that they are not.

- Make sure you state the ethnicity of the patient or staff member
- The person making the report must not be the same person that signs off Section H. This needs to be the line manager. If a manager has reported the incident, then they must raise it to their line manager. Forms will be returned for appropriate signature if sections G and H are signed by the same person.
- Line managers are responsible for reviewing all incidents and near miss reports and is responsible for ensuring the incident report form (RM1) is fully completed and dis

patched to Risk Management **within 48hrs of the incident.**

- Line managers are responsible for Risk incident grading of the incident in section H. Please make sure this is filled in. If unsure how to grade please refer to Adverse Event Policy (Link Below).
- In the Managerial Action Section please state **what you have actually done to prevent this incident happening again or the outcome of MDT review** if appropriate. This detail could prevent the need to ask you for more information via an RM2.
- When an incident occurs that involves one or more people directly, an RM1 needs to be completed for each person.

### RM2

An RM2 is asking the manager to conduct a local investigation into the incident and identify lessons learned.

All RM2s must be completed within the following prescribed time frame:

- Green/Amber - 7 days
- Red/ SUI - 2 days

### Serious Untoward Incidents (SUIs)

Please remember that SUI's must be reported **immediately** to the Centre for Service Excellence by phoning the **dedicated SUI phone line - tel: 07866 417770**. This will enable us to work with you to establish the facts, agree the next steps, and provide support and advice more efficiently.

For incidents which occur **out of hours**, please follow the procedures as detailed in the Trust's Serious Untoward Incident policy **and phone our dedicated SUI number**. You will be asked to leave your name, contact

telephone number and a brief description of the incident. We will contact you for further information first thing the next normal working day.

Further details on incident reporting can be found in the **adverse incident policy** on the Intranet.

*If you are unclear whether an incident is an SUI, please do not hesitate to contact us and we will help to clarify the issue.*

**Risk management team  
Telephone 01473 329354**

## Clinical audit of handwritten record keeping

This audit was carried out in September 2007 and the results have now been produced for circulation to teams.

Below is a short summary of the findings:

The aims and objectives of the audit were to establish current practice against the 'Core Standards for all patient/client/user records' (revised in April 2006) by inspecting handwritten records on continuation sheets and drug charts.

The audit found that on continuation sheets the percentage of entries meeting the standards in the 2007 audit are in the majority higher than those meeting the standards in the audit in 2006.

Of the 15 standards measured against:-

- The level of compliance for 8 standards had improved
- The level of compliance for 4 standards had fallen
- 3 Standards were not comparable

In the Drug chart audit the percentage of entries meeting the standards in the 2007 audit are in the majority higher than those meeting the standards in the audit in 2006. Of the 18 standards measured against;

- The level of compliance for 10 standards had improved
- The level of compliance for 3 standards remained the same
- The level of compliance for 5 standards had fallen

Recommendations made as a result of the audit

- Develop standards for electronic record keeping
- Documentation should include prompts for date, time, patient ID and page numbers
- Each client file to include a service specific list of abbreviations
- Staff to adopt and implement the trust record keeping standards
- The revised Trust wide Medication chart to be finalised
- An explanatory sheet to explain the rationale behind the standards and the data collection
- Client files to be standardised across the Trust

A re-audit will be carried out across the Trust during November 2008

## Annual report on complaints

- The annual report on complaints received by the Trust was considered by the Trust Board at its September meeting.
- Once again the Trust identified a number of significant learning points based on feedback from our service users and their families and some of these are detailed in the report.
- Have a look to see if there are any from your service area.
- Our thanks go to all those who helped to investigate the complaints we received during the last year and helped to keep up the Trust's excellent record in response times to complaints received.

A copy of the report is available on the Trust's website at:- <http://www.smhp.nhs.uk/Portals/1/We%20are%20listening/Complaints%20and%20Compliments%20Annual%20report%200708%20pdf.pdf>

David Rollinson - Complaints and legal services manager

## World Mental Health Day

Suffolk's shoppers were treated to special events and fun activities as their local voluntary and statutory partnership (VASP) groups celebrated World Mental Health Day 2008.

Voluntary agencies such as East Suffolk Advocacy Network (ESAN), the Richmond Fellowship, East Suffolk Mind and Suffolk Respite, came together to raise awareness of mental health issues and promote the services available in Suffolk.

Patient and public involvement manager Larry Nicholas said: *"The day showed how partnership working is a positive step towards de-stigmatising mental health".* *"By collaborating with other agencies Suffolk Mental Health Partnership NHS Trust helped to put on an event that was both enjoyable and valuable to the work that we do".*

Bury St Edmunds kicked off celebrations on October 9th with a public talk by Professor Ian Rollins on the subject of *"psychological therapies and mental wellbeing"*.

Events continued in Ipswich the following day across several sites in the town centre. Christchurch Park hosted a range of activities and workshops to inform and entertain passers-by such as belly dancing, tai chi and organised cycling. Other activities in Ipswich included the 2nd Annual Art Exhibition at the Buttermarket shopping centre by East Ipswich community mental health team. The art work which was created by past and present service users, was seen by about 200 members of the public, some of whom offered to buy certain pieces.

There was also an information stall at the Kesgrave Tesco arranged by the Suffolk Coastal community mental health team.

Community psychiatric nurse, Deo Lapena said: *"The response from the public was really encouraging. The 300 forms and self-help mental health leaflets we had for the whole event were exhausted just after midday!"* The focus this year was on a healthy mind and a healthy body. VASP promoted five key messages for the day:

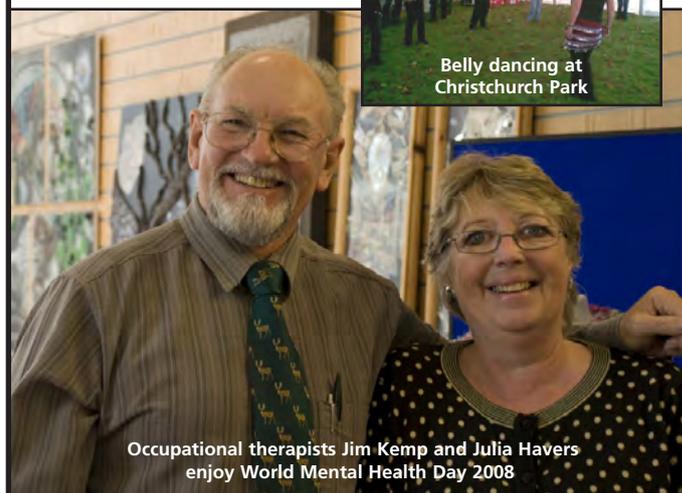
1. Good physical health goes with good mental health
2. Relationships matters - friends and family
3. Eat well - eat regularly, eat healthily
4. Activity - have a walk or run daily
5. Take time for yourself - relax!

World Mental Health Day is an international event organised by The World Federation for Mental Health and has been running annually since 1992.

Information on World Mental Health Day can be found at the World Federation for Mental Health website at [www.wfmh.org](http://www.wfmh.org)



Belly dancing at Christchurch Park



Occupational therapists Jim Kemp and Julia Havers enjoy World Mental Health Day 2008

## Allotment group plants ideas for Russian mental healthcare



**A therapeutic gardening scheme in Felixstowe may be providing inspiration for a similar project in St Petersburg, after service users showed visitors from Russia what they had been doing.**

Two representatives from Caring Hands Russia visited the Coastal recovery team's allotment group last month as part of a 5-day visit to see the best of Suffolk's mental healthcare.

Occupational therapist Jean Fowler, who runs the group with colleague Stephen Thrower, said: "They were very keen to see how we used gardening as part of people's treatment for mental health problems."

Heather Davey, a regular attendee at the group, helped show the visitors round – including pointing out some of the wildlife the allotment attracts.

*"The sense of achievement I've felt since coming here has been significant," she said. "From my point of view, the allotment is about building up confidence, and using that confidence in other areas. It's been a big part of my recovery over the last few years – at times, if I hadn't have had the allotment, I wouldn't have had anything."*

The visit was organised by the Rev Tony Wilcox, of Sproughton, Ipswich, who said that mental healthcare in Russia was possibly 40 years behind where we are today. His contacts in St Petersburg run a 'craft centre' project, which is aligned roughly with occupational therapies – centre director Luda Malkina and centre worker Rita Fomina made the trip. *"They said they wanted to develop an English garden at their premises in St Petersburg,"* he said.

*"Bringing them to the allotment group demonstrated the value of this within mental health terms of giving people something to do which was productive and brought people together."*

*"They came to the end of their visit saying it had been excellent for them and they had taken away all sorts of ideas – the potential for moving this area of work is considerable, and the group will have been a significant contributor in that."*

The five-day visit also included trips to some of the Trust's partner organisations, such as East Suffolk Mind and Workwise.

**For more details about Caring Hands, visit [www.caringhandsru.org](http://www.caringhandsru.org)**

## New base provides a better setting for community mental health team



### **A new community base for staff supporting people in east Suffolk with mental health problems opened last month.**

Grange Lodge is a new base for the Trust's coastal team, which supports around 600 people in their own homes.

The new base was named by nurse Louissa Friend as part of a competition – the name just popped into her head and she thought it would sit well within the community without being too 'clinical'.

The new base will allow the staff team to offer people an alternative venue for care meetings, and bring together consultants, doctors, nurses, psychologists, community support workers, psychological and occupational therapists and other professionals under one roof. It will also act as a central point of contact for service users, staff and partner organisations.

Jane Lopez-Parker coastal locality manager, said: *"A great many people have been working on this project for more than 18 months and I'm thrilled to be finally moving in with the team. "Our service is very much based around the service user, and this new base will allow us to further develop what we do, based on local need."*

The new offices were officially opened by Louissa at a presentation event, to which the Mayor of Ipswich, Cllr David Hale, was invited.

The building in Twelve Acre Approach, in Kesgrave, to the east of Ipswich, has been built to the highest 'green' standards, under the watchful eye of Trust project manager Norman Deacon.

Jane added: *"Norman, along with other staff from the Trust's Suffolk Support Services team, has been great and I'd like to thank them for their commitment and enthusiasm in providing a suitable environment for us all."*

In all, the coastal team supports around 600 people aged over 17 in their own homes, working with them so that they maintain control over their illnesses and, as much as possible, avoid hospital admissions.

Staff cover an area ranging from Walberswick down to Felixstowe and across to the outskirts of east Ipswich.

## If you only knew... what we are doing next!

**Following on from the success of the 'If you only knew... campaign', the Trust is now turning its attention to the issues of employment and dementia. Steering groups of staff, partners and service users are looking at how we can best promote various initiatives which will meet these aims.**

For the employment strand, the team is looking at promoting the Mindful Employer Charter and accreditation within Suffolk businesses, in order to encourage them to think deeply about how they can support staff who have mental health problems, as well as putting in good practices to encourage equality during recruitment. The employment charity Workwise is a key partner in this. The Trust Executive has given the go ahead for the Trust to become a Mindful Employer too – watch out for more information shortly about what this means for staff.

On a dementia front, we are addressing the issue of what people can do to reduce the likelihood of them developing a dementia-like illness, in addition to resources and strategies for those diagnosed with dementia and their carers on how to move forward whilst maintaining quality of life. We are working with clinicians, and hope to work closely with voluntary sector organisations like the Alzheimer's Society and Suffolk User Forum on this project. The working title for this campaign is 'Hope for dementia.'

Both strands are still at the organising stage – but look out for updates on the Intranet, in Trust Matters and on our campaign website [www.ifyouknew.co.uk](http://www.ifyouknew.co.uk). Contact [gabriel.tamaya@smhp.nhs.uk](mailto:gabriel.tamaya@smhp.nhs.uk) for more information.

## Tom's book documents his journey to mental wellbeing

A Newmarket man has shared his own experiences of mental ill health in a new e-book which documents his ten year journey of rebuilding his life through the aftermath of psychosis and his search to find his identity in the wake of his recovery.

Tom Clement, 26, wrote the 350-page 'What Will Other People Think?' both as a way of coming to terms with the last decade as well as to show other people the reality of mental ill health.

*"I was aiming for 100 pages, thinking 10 pages per year would be achievable," he said. "However, I got to 100 pages and realised I hadn't even touched on recent years. I just wrote it because I needed to – over the last couple of years I got to a position where I didn't know how to push myself forward and this has helped tremendously."*

Tom's book, which is published by Chipmunk Publishing, is a frank and eye-opening account of how factors affecting his wellbeing, and a subsequent psychotic illness, took him from an unsettled childhood to being hospitalised when he was in his teens. It documents his long journey to recovery, which included spells of depression and the feeling he wasn't living up to other people's expectations of him.

Today, Tom is optimistic about the future and is pursuing his loves of illustration, nature and songwriting, as well as being involved with Suffolk User Forum.

To purchase Tom's e-book, visit [www.chipmunkpublishing.com](http://www.chipmunkpublishing.com) and search by author.

## New approach scraps waiting lists for child services

Waiting lists have been all but eliminated, and feedback from service users has been positive, following the adoption of new ways of working within the Trust's child and adolescent mental health service (CAMHS).

Staff have worked incredibly hard to introduce the choice and partnership approach (CAPA) - a clinical system which encourages working towards goals the family and young person want and making sure clinicians are given the right skills and tools to make it happen.

Its introduction across the Trust was led in Ipswich in the early stages by David Low, of Ivory House in the town, and then rolled out to the west of the county.

CAMHS west locality manager Linis Dolby explained it involved incorporating new ways of working within set quality boundaries and along the lines of CAPA's 'seven helpful habits':

- Handle demand
- Extend capacity
- Let go of families
- Process map and redesign
- Flow management
- Use care bundles
- Look after staff

*"A year ago, waiting lists were about five months to a year," she said. "Now it's just a matter of a week or so – staff have worked very very hard indeed, with quite a lot of pressure, to achieve these new ways of working. I am very proud of them."*

## Trainees create a tactile Suffolk for older people

A three-dimensional portrayal of Suffolk is giving visitors to Westgate Ward at the Wedgwood Unit in Bury St Edmunds an the chance to feel their way around the county.

The giant pictorial notice board was put together by trainees at Workwise, a charity which helps people with mental health problems get back to work. They used a variety of different items to make the landscaped piece, which shows various Suffolk landmarks depicted in appliqué, embroidery and relief work – all encased in a bespoke wooden carved frame made by the trainees.

Ward manager Helen Jackson said: *"They've done us proud! When we originally commissioned the piece, we said we wanted an eye-catching display which would prove to have a therapeutic benefit for our patients and a talking point for our visitors. As people's dementia-type illnesses progress, we rely on more and more different types of ways to stimulate them, and this is absolutely spot-on."*

Valerie Beresford, general manager of the Bury-based charity Workwise, said: *"The whole team got involved and designed their own pieces and there is an embroidered plaque within the notice board saying who was involved. "Everyone here is so proud they were queuing up to get their name put on it!"*

Westgate Ward caters for people over 65 with either dementia-like or depression-based illnesses.



## Merger of Suffolk Audit Services with CEAC

Suffolk Audit Services, the Trust's internal audit and counterfraud provider, merged with another NHS Internal Audit Consortium, CEAC, on 1 September 2008.

The merger came about to ensure greater resilience for Suffolk Audit Services at a time when its client base has shrunk (for example through the merger of PCTs) and the internal audit market has become more competitive. The merger has been approved by the Suffolk Audit Management Board, on which the Trust is represented by finance director Nick Gerrard, and also by the Trust's audit committee.

CEACs provide internal audit services to some 40 clients which will ultimately mean that the Trust will have greater access to a greater number of internal audit specialists and, therefore, knowledge base.

At the same time, a Suffolk office is being maintained and former Suffolk Audit Services staff will carry on undertaking audits and counter fraud work for the Trust, ensuring continuity in respect of the good relationships developed over the years as well as using Suffolk Audit Services staff's considerable local knowledge and experience.

If you have any queries about the merger, contact Neil Abbott, head of internal audit at [neil.abbott@smhp.nhs.uk](mailto:neil.abbott@smhp.nhs.uk)

## Trust's equality and diversity employee network groups taking off

The Trust's lesbian, gay and bisexual (LGB) employee network group, which was launched earlier this year, has got off to a good start and is helping to ensure that Trust policies promote LGB equality.

The Trust became a Stonewall Diversity Champion earlier this year and membership gives us access to a wealth of training, advice and policy materials. Robert Nesbitt, director of community engagement, who helped set up the group said: "We've decided to meet every two months initially, and to choose venues which are non-Trust sites, as we're aware that not everyone can be out at work. As well as helping the Trust to develop its policy and practice, we also act as an informal support network.

"We've also set up a Google group so that people can still have access information and support using their home computer, as not everyone is able to access the lesbian and gay intranet page at work."

The group is open to anyone with an interest in LGB issues, and the first part of each meeting provides an opportunity for anyone who wants to talk about practice issues to come and consult. The second part of the meeting is for staff who identify as lesbian, gay or bisexual and provides informal support.

This means that anyone who doesn't want to be out at work can just come along to the second part of the meeting.

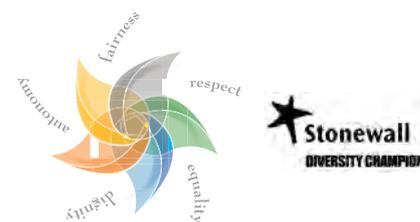
The success of the LGB employee network group has led the Trust to explore options to expand the model to other groups.

At the moment we're asking staff from black and minority ethnic communities who are interested in joining an employee network group to fill out an online survey about how they would like to see the group develop.

You can find the link to the survey on the Intranet under 'equality and diversity'.

Sujata Gathani, equalities and diversity manager for the Trust, commented: "I think these groups are a really useful way in which the Trust can develop its policy and practice as well as support staff. We're also thinking about developing an employee network group for disability – including staff who have experience of mental health problems, so watch this space. The groups help the Trust demonstrate our commitment to equality and diversity as well as making a practical contribution to meeting our statutory responsibilities!"

For more information about either the LGB or BME employee network group, contact [robert.nesbitt@smhp.nhs.uk](mailto:robert.nesbitt@smhp.nhs.uk) (director of community engagement).



### Chair retires after six years at the helm

Trust chair Dr Hugh Davies is retiring at the end of the year after six years in the role.

Dr Davies worked as a consultant anaesthetist for 20 years prior to his appointment as chair.

Since then, he has helped develop the Trust into a more forward-thinking organisation and has witnessed the establishment of new ways of working, increased community services for people with mental health problems, more support for people overcoming drug addictions and better independence for people who use learning disability services.

"Six years ago, I saw an organisation which didn't know where it was going," he said. "The first thing we had to do was to pass the then Commission for Healthcare Improvement's governance review, which we did, and we then turned into a Trust with a future.

"We've gone from being a Trust which scored no stars in the Healthcare Commission's Star Ratings scale to one which is now seen as providing a good quality of service and a good use of our resources. This time next year, we will be an NHS Foundation Trust and be seen as being among the ranks of other highly successful trusts across the country.

"We've seen a shift from a hospital-based system to a much more community-focussed one, with the establishment of crisis resolution, assertive outreach and early intervention teams to name but a few. The emphasis is on recovery and independence, and I feel immensely proud to have been associated with the people which have made that happen. I will miss their camaraderie, but wish them all the best as the Trust approaches NHS Foundation Trust status and sees the completion of the new inpatient wards we are building and refurbishing in Ipswich and Bury St Edmunds."

### Ideas to improve healthcare

In your day-to-day work you've probably had plenty of ideas for new pieces of equipment or new protocols which could make things better or easier.

But did you know that the NHS has a specialist section which can take those ideas and turn them into reality? And what's more, they have the money to do it – some £250,000 is available this year to commercialise ideas which fulfil unmet needs – plus the experience to make it happen. Your idea does not have to be particularly big, nor particularly well-formed – in fact, the earlier you can speak to Anna Capasso or Tracy Coultas at Health Enterprise East the better.

That way, they can make sure your idea is protected and that you get the recognition for it. If you tell too many other people, it's a much harder job to prove that the idea was yours in the first place.

Anna is hotdesking in Suffolk House at St Clement's Hospital for a couple of days in November – she'd be pleased to see you with any ideas you have, big or small.

Drop in and see her from 9am to 5pm on either:

Wednesday 26 November

Friday 28 November

Alternatively, you can contact:

Tracy Coultas, [tracy.coultas@papworth.nhs.uk](mailto:tracy.coultas@papworth.nhs.uk)  
01480 364196

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**EDITORIAL** If you have an article (and hopefully an accompanying picture/imagery) for inclusion in the next/future edition of Trust Matters, please email it to the editorial team at [helen.abbott@smhp.nhs.uk](mailto:helen.abbott@smhp.nhs.uk) Telephone 01473 329148 for enquiries. The next deadline for proposed content is **12 December 2008**.