

TRUST Matters

Issue 41 • January 2009

• Contact us at: membership@smhp.nhs.uk • online: www.smhp.nhs.uk/trustmatters

A VERY HAPPY NEW YEAR TO YOU ALL!



Cathy Walsh, UserView's Corah Carney and Becky Baker, and Richard Stanley attended the NHS Centre for Involvement awards. Read more on page 2.

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Foundation Trust plans: The next steps for success

WE are now pressing ahead with our plans to become a foundation trust in 2009. You may recall that we had to put our application on 'pause' earlier this year in order to focus on some key operational targets.

The main project that we wanted to secure is the capital investment in our new in-patient wards on the Ipswich Hospital site and the ward to replace Westgate in Wedgwood House, Bury St Edmunds.

Since then we have had planning permission granted for all of this work and the plans have been approved by NHS Suffolk, Ipswich Hospital Trust, West Suffolk Hospital Trust and our own Board. The Strategic Health Authority will consider the proposals in the New Year.

All of this means that we can now get back on track with our foundation trust plans.

Your five staff governors are

- Mental health**
– Dr Christopher Mayer
- Learning disability**
– Dr Akmal Mahk dum
- Child and adolescent mental health**
– Claire Hedges
- Substance misuse services**
– Jon Cullum
- Support and corporate services**
– David Rollinson

We've now got almost all of our 38 Governors in place.

What's the timetable for 2009?

- Jan to March** – Preparation of our business plan
- March 20th** – Submission to SHA
- April 21st** – Assessment meeting with the SHA
- May** – Secretary of State approval to go to Monitor
- June to August** – Monitor assessment
- September 2009** – Foundation Trust status

[these are all the earliest dates possible]

Service user and family carers – our top priority for membership!

You may be surprised to learn that we have well over 6,000 non-staff members, but only a few hundred of these are people who have used our services in the last five years – or their family carers. We want to make sure that all our service users know about their entitlement to free membership, so we will be asking teams to help us get the message out in 2009!

Award-winning mental health campaign continues to tackle stigma

A SUFFOLK campaign to promote mental wellbeing and challenge the stigma surrounding it is to be showcased as a shining example of how to tackle discrimination.

The Trust was commended in a regional awards ceremony for its 'If you only knew' campaign that was launched earlier this year to reduce the stigma surrounding mental health, learning disability and substance misuse. And now the campaign has been awarded second prize in the NHS Centre for Involvement national awards in Birmingham. The campaign will be available on its website as a national

example of best practice in user involvement.

Graphic designer Richard Stanley, who was involved in the campaign and features on some of the promotional material, attended the event, held at the International Conference Centre in Birmingham, along with partners involved in the project.

He said: "It was great to represent our Trust on the national stage and receive so many kind and complimentary remarks."

The campaign challenges the stigma and discrimination towards people who use the Trust's services. The Trust was

commended for the way in which it involves local service users to help initiate, design and participate in the project. The Trust also worked with Northgate High School, the East Anglian Daily Times, UserViews, and Felixstowe TV on the campaign.

The news has been very well received and Richard talked on both BBC Radio Suffolk and Town 102fm.

'If you only knew' will continue to grow in 2009 as the Trust focuses on two new projects concerning dementia and mental wellbeing in the workplace. See the campaign updates on page 3 for more information.

CONSULTATIONS

Redevelopment plans go to public consultation

A public exhibition was held last month to show the proposals for redeveloping the St Clement's hospital site. The event, which was held at The Hollies building at St Clement's, displayed details of development plans and options for the site.

People who attended the exhibition were asked for their views on the plans and options being presented. David Leckie, project director, said: "The event went off really well. We had over 170 visitors to the exhibition across the two days. Local residents, staff and people representing local groups and

interests enjoyed tea and coffee as they looked around the displays. Visitors were invited to complete a short questionnaire about St Clement's and feedback has been positive with 58 per cent broadly supporting the overall strategy for the site."

Work on the transfer of mental health care services to Ipswich Hospital, Heath Road, is due to begin in March 2009.

The business case for the £23.3million project has recently been approved by Ipswich Hospital, West Suffolk Hospital and NHS Suffolk.



David Leckie and Julie Todd

Trust launches consultations on involvement and equality

The people of Suffolk have the chance to give their views on two important strategies that went out to consultation in December.

The two strategies cover the Suffolk Mental Health Partnership NHS Trust's public and patient involvement, and its equality and human rights scheme.

The two strategies complement each other; one ensuring that we listen to the views of our communities, and the other ensuring that we embrace and engage the diversity of Suffolk.

Public and patient involvement is focussed on developing ways to allow service users and the wider public shape the Trust itself and how its services are run.

This strategy sets out the Trust's commitment to improving services by involving people who use the services, and the

wider public, in its work. Sujata Gathani, equality and diversity manager said: "The equality and human rights scheme sets out our commitment to equality and diversity. "We are asking for the public's views on how we can meet our legal duties, but also really value the diversity of the communities we serve."

Both consultations will ask what the people of Suffolk believe the Trust's priorities should be in these areas.

The equality and human rights consultation went out just days after the Universal Declaration of Human Rights marked its 60th anniversary.

Consultation on both strategies lasts for three months.

The consultation documents can be found under 'We're listening' at www.smhp.nhs.uk

CAMPAIGN UPDATES

Dementia campaign

- Have you been diagnosed with dementia?
- Do you care for a member of your family with dementia?
- Have you found ways of dealing with the challenges of daily life that you think could be helpful to others with the condition?

These are some of the questions that UserViews, the small independent research organisation employed by the Trust, are asking as part of our 'If you only knew' dementia campaign. The campaign is, amongst other areas, focusing on 'improving and maintaining quality of life for people affected by and living with dementia' as well as working to de-stigmatise dementia. The campaign has received valuable and positive feedback from the five most recent

focus groups held countywide by UserViews. These comments have enabled us to review the campaign and ensure we get the right message across. This is now being fed back into the final focus group to be held this month.

The campaign is being rolled out in two stages and will initially focus on those who have already been diagnosed with dementia. It will look at coping methods, the resources available and will promote a more balanced view of living with dementia. The second stage of the campaign is going to be run in 2009/2010 and will be looking at early diagnosis, promotion of delaying strategies and the benefits of an active physical, social and cognitive life.



Suffolk Mindful Employer Business Forum

Suffolk Mental Health Partnership NHS Trust have recently signed up to the Mindful Employer Charter. The Trust has become a signatory to the charter as part of our ongoing commitment to promote a positive approach to mental wellbeing in the workplace.

Mindful Employer is run and managed by the Devon Partnership NHS Trust and was established in order to form a growing network of UK employers and support organisations who are positive about mental wellbeing. See www.mindfulemployer.net for further details.

The Trust is also promoting the adoption of the Mindful Employer charter by local Suffolk employers as the focus of our 'If you only knew' employment campaign. We are working in partnership with the Suffolk Chamber of Commerce, as well as other local partners, to promote the charter, best practice and a positive approach to mental health in the workplace to as many employers as possible. We are working on



plans for a 'Mental Wellbeing in the Workplace' awareness week in early 2009 to run alongside two launch events to promote the campaign. In addition to this we shall be offering paid-for training to employers who sign up, as well as hosting the 'Suffolk MINDFUL EMPLOYER Business Forum'. This will provide an opportunity for local Suffolk mindful employers to meet up and share their knowledge.

The next employment campaign steering group is at 10am on January 23rd at Suffolk House, St Clements Hospital, Ipswich.

The campaigns are still in the early planning stages, but if you would like to find out more about our campaigns or get involved, look for updates on our campaign website www.ifyouknew.co.uk or contact Gabriel Tamaya, Campaign Officer via email: gabriel.tamaya@smhp.nhs.uk or tel. (01473) 329 785.

You can make a difference to older people's mental health

Would you like to share the experiences of older people's mental health services in order to improve them in the future?

The Trust's older people's service in the east of the county is looking for more service users and/or carers to be part of its involvement group.

You may be in current contact with older people's mental health services in the east, or have had previous contact. The group meets once a month, for

about an hour, at the Redwald Unit at St Clement's Hospital. It is a forum for services users, carers and staff to exchange information about the service.

It needs the opinions, ideas and experiences of service users and carers to help develop the service the Trust provides. Because not everyone is able to attend a group, contributions can be made by telephone, email and letter or via a member of staff.

The involvement group provides an informal opportunity for service users and carers to get involved.

For more information please contact:

- Gail Collyer (practice development nurse) on 01473 704234 or
- Mindy Mortimer (assistant ward manager) on 01473 704210 or
- Lawrence Briggs (staff nurse) on 01473 704206.

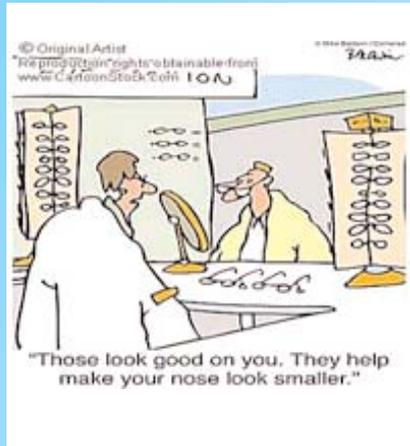
The next meeting is on January 13th, 2009, from 2pm to 3.30pm.

Centrepiece

Eyecare voucher scheme for the protection of VDU users



The Trust is offering staff members who use VDUs (computer screens) eye examinations free of charge. The eyesight tests must be arranged by the employee with Specsavers opticians who are the Trust's chosen optician for members of staff to use, at a time convenient to them outside of working hours. Members of staff identified as VDU users by their manager will be asked to complete a VDU eye test request form and this, once completed, must be returned to the Risk Management Team for processing. The member of staff will then be sent



a Specsavers eyecare voucher to enable them to arrange an eye examination/sight test at a Specsavers opticians of their choice. The voucher entitles the VDU user to have a free eye examination. In addition, if the optometrist identifies a need for corrective lenses for mid-field

vision (500mm-600mm) in order to view a display screen (VDU), then the voucher will also permit the member of staff to receive the corrective lenses from the £45 range, free of charge at Specsavers.

Should the optometrist identify that corrective lenses are not required for VDU use then the voucher will allow the member of staff to receive a £20 discount off the price of one pair of complete glasses, purchased from the £99 and above ranges.

Following the eye examination – the employee must provide a certificate of assessment for corrective lenses to the risk management team.

The expiry date on the voucher is December 31st, 2009, so please make sure you use it before this date. The VDU voucher template and guidelines on this process can be found on the Intranet under Risk Management Forms.

Welcome to the team!

We would like to introduce three new members of the Risk Management Team:

Simon Garwood – (*Administrative assistant to the risk manager*)

Simon joined us on September 1st, 2008. He previously worked at Notcutts Garden Centres in the head office as a merchandiser for the shop department.

Simon's main role is the contact for SUI (Serious Untoward Incidents) but he also deals with RM1 and RM2 incidents. Tel (01473) 329354

Jenny Hughes – (*Data input administrator*) Jenny also joined the risk management team on September 1st 2008. She previously worked for the facilities department at St Clements Hospital where she worked as an admin assistant.

Jenny's main role is data entry for the risk team dealing with RM1 and RM2 incidents. Jenny also takes care of the VDU eye care vouchers. Tel (01473) 329647.



Rosanne Taherinia – (*Datix System Development Manager*)

Rosanne joined the team on the November 24th 2008. Rosanne joined us from Ipswich Hospital where she was the Directorate Support Manager.

Rosanne will be implementing Datix Web project, where the paper incident reporting system will be replaced by a web based reporting system. Tel (01473) 329834.

Sweet challenge for Children in Need



Well done to Simon Garwood and David Rollinson for taking part in the cake decorating contest for Children In Need. Simon and David came joint second – although rules were bent a little bit by both of them!

Simon decided not to follow the instructions and adapted his own design, which has led us to believe he may be in the wrong career! David also used his initiative and brought in a cake cutter of Pudsey!

■ See the back page of this issue to find out more on the Children in Need event.

Did you know?

Useful information and updates

■ Revised/ Replacement policies

HR06 – Recruitment and Selection
HR09 – Staff Involvement
HR14 – Volunteers Policy & Procedure
HR27 – Annual Leave Policy
Agenda for Change (non-medical staff)
HR41 – Allowance for Clinical Registration
HR31 – Secondment Policy
CL14 – Safe and Secure Management of Medicines
CL31 – Medicines Reconciliation on Admission of Adults to Hospital

■ Strategies

Communications Strategy

■ Policies and Guidelines under consultation.

These policies and guidelines are under consultation.

If you would like to comment on any of the policies and guidelines contained within this section then please make your comments directly to the author, as identified on the front of each policy.

NPSA gives guidance on antibacterial gel storage and use

(Health Service Risks Special Report – Issue number 140 – 14 November 2008)

Hospitals have been issued with a safety warning following hundreds of cases of misuse of alcohol-based antibacterial gel, including one suspected death.

There has been a rising number of cases where patients with drink or drugs problems have been stealing the £10 a-litre alcohol gel, which is 70% proof, mixing it with orange juice, Lucozade or cola to create powerful cocktails.

New guidance on the gel's storage and use has now been issued by the The National Patient Safety Agency (NPSA) following 692 incidents, most of which were classed as 'low to no



harm' but some of which were serious. One case was reported as a death, although the NPSA said it was hard to ascertain whether the gel was the direct cause, as the patient had been admitted to hospital after already drinking a large quantity of alcohol. A psychiatric patient suffered burns to his hands when he tried to use the gel to start a fire on a hospital ward, and a patient with severe psychiatric problems ingested a paracetamol overdose with some alcohol hand rub. More than 100 other reports concerned children getting the gel in their eyes. The NPSA is advising

hospitals, particularly those caring for children and psychiatric patients, to stop leaving dispensers at the end of beds or at entrances to wards and use it only within the immediate contact area that a patient is being treated in.

NHS hygiene programme 'Clean Your Hands' lead Katherine Wilson said: "We also strongly recommend staff use personal dispensers, particularly if they treat children or mental health patients, as this further minimises the risk of misuse."

Hospitals that install hand-rub dispensers away from the point of care, including along corridors or at ward entrance, must take all necessary safety and storage precautions.

Living well... staying well

Good feedback follows programme aimed at managing long-term conditions



Nothing but smiles at this 'Living well – staying well' session

'I wish I could swap the last seven weeks for the last five years' was one of the enthusiastic feedback comments from the first 'Living well – staying well' programme which concluded its seventh and final weekly session on December 9th.

The programme, which is run by Expert Patient Programme Community Interest Company (EPPCIC) and funded by SMHPT, brings an internationally well-established approach to managing long term conditions.

The Trust has been working with EPPCIC since the summer to plan the project which is the first of its kind for mental health in Suffolk.

Many people live with chronic conditions including mental ill health. EPP is a self management course giving these sufferers the confidence, skills and knowledge to manage their condition.

Trainer Derek Clarke said: "The

programme, New Beginnings, is a very simple, structured and effective seven-week self-management course for anyone living with long term mental health conditions and is delivered by two lay tutors who also have long-term health conditions but have become good self managers.

"During the course participants learn skills to deal with pain and fatigue, feelings of depression, relaxation techniques and exercise, healthy eating, communication with family, friends and professionals, planning for the future as well as many other topics. "The course is free of charge and is an opportunity to meet others, share similar experiences and learn about developing more effective relationships with healthcare professionals."

Research done by the Department of Health showed that almost half of the EPP participants across the country said they would no longer let common

symptoms, such as tiredness, take over their lives. It also showed that they are better prepared to talk to health professionals.

Robert Nesbitt, director of community engagement, said: "The evaluation by participants has been extremely positive with people particularly valuing the strategies for planning, problem-solving and communication.

"We're planning to run another programme in January in Haverhill, and have already met with some of the CMHT who are keen to promote the programme for their clients to access. It's a good example of working in partnership with organisations like EPPCIC which gives welcome support to our own teams."

Building on the success so far, the Trust will be looking for ways to fund more sessions in 2009/10.

There will be a follow-up session for the Ipswich group in late January.

New evening clinics at Walker Close

People with learning disabilities in Suffolk will have greater access to medical advice with the launch of new evening clinics at Walker Close in Ipswich.

The new system is aimed at helping people who cannot make daytime appointments because of community groups or other social activities by giving them an alternative time to see medical staff.

The clinics, held at Walker Close on Tuesdays and Thursdays, are run by the Suffolk Mental Health Partnership NHS Trust learning disability service who are looking to provide care that is more tailored to the needs of the individual.

Project originator Dr Akmal Mahkdum said: "A lot of people are uncomfortable with coming to daytime appointments as it can cause an inconvenience or disruption to their day.

"The evening clinics were negotiated with medical staff who are positive and enthusiastic about the clinics' future."

Appointments can be booked via medical secretaries Vicky Excell on 01473 237018, Sonia Sampson on 01473 237065 or Sarah Pound (on both extensions).

Doctors' workshop a success

More than 30 psychiatrists from East Anglia, including many from the Trust, met near Ipswich last month for a workshop on a theme of 'capacity and capability'.

The attendees were all staff grade and associate specialist (SAS) doctors and were joined by the Trust's medical director Dr Tim Webb.

The event was the first of its kind for SAS psychiatrists and a particular highlight was a talk by Dr Afzal Javed, consultant psychiatrist from Coventry and Warwickshire Partnership NHS Trust, who spoke about alternative paths to career success and progression.

Attendee Dr Karen Moreira, who works with the community drugs team in Berners Street, Ipswich, said afterwards: "The workshop met with an overwhelmingly positive response, leaving all with a renewed sense of enthusiasm and drive for their careers. There was a uniform desire to build a better relationship with colleagues all over the county and an endeavour to organise more events like this in the future."

Julian went the Whole Hog to help his sister!

An event in support of staff member Sanchia Holmes recently raised over £5,700 for Breast Cancer Care and Breast Cancer Breakthrough. Sanchia, clinical database administrator and trainer, has come a long way since she was diagnosed with breast cancer last summer and is now fighting her way positively through treatment. Her brother Julian Holmes along with many other friends and family members decided to help raise awareness and money by taking part in this year's Whole Hog Challenge.

The challenge is a gruelling eight-mile cross country run which is broken up by assault course activities every mile. Sanchia said: "I want to say a big thank you to all SMHP staff who have sent cards, flowers and good wishes. Their support has been much appreciated. And of course I want to thank my crazy friends and family for getting cold, wet and very dirty for this cause!"

Friends and family members Julian, Andy Coe, Steve Munning and Julian Pennington each led a three-person team around the Whole Hog course near Woodbridge. The course involved fun –



albeit challenging – tasks, such as crawling under nets, jumping over bars and wading through cold ponds. Sanchia's colleague, Lesley Norburn, said: "One of the guys running with her brother won the individual man's race on the day. He then went back to find the others and ran along with them to the end. That is friendship and support for you."

Although the Whole Hog event has passed, you can still donate via Julian's justgiving webpage at <http://www.justgiving.com/julesdoesthewholehog>



Julian with sister Sanchia, above, and the Whole Hog team members, above left

Welcome to Voluntary Services

Do you or your department need extra help? Did you know that someone could help you while you help them?

Voluntary Services at SMHP works closely with local volunteer bureaux, colleges, training providers and members of the local community to provide placements for a range of skilled people.

WHAT DO YOU GET FROM VOLUNTEERS?

Volunteers can provide extra support for your team. If you need help with a project, have a backlog of work or simply require general help, then a volunteer could be right for you. Providing a placement can allow you to assess a person's potential before offering paid employment if a post should become available.

WHAT DO VOLUNTEERS GET FROM YOU?

Many people have excellent skills but may have been out of the workplace for some time. This break can be for many reasons, including redundancy, a career change or perhaps time out to bring up a family. There can be barriers to regaining employment, as employers often feel that the candidate may not have up to date skills or a recent job-related reference. Volunteering enables people to re-enter the workplace, gain

new skills and a current reference. It is also a great way to build self confidence.

WHO VOLUNTEERS?

People volunteer for a variety of reasons and come from all areas of the local community. Reasons for volunteering can include university students looking for practical experience, people returning to the workplace, retired individuals or those who have used services in the past and want to make a contribution.

IN WHAT CIRCUMSTANCES WOULD A VOLUNTARY ROLE BE UNSUITABLE?

Voluntary help should NOT be used as an alternative to paid employment where an existing post becomes available and should never be used to fill any paid vacancies within the Trust. Volunteers are for short term help or to enhance services that the Trust provides that would otherwise not be funded.

HOW LONG DO PLACEMENTS LAST?

This varies according to the circumstances of the volunteer but, typically, those on training schemes work for around ten weeks for four days a week. People not on training schemes usually negotiate with the

placement provider.

WHAT IS THE FINANCIAL COST TO ME?

Voluntary services have a central budget to cover expenses incurred by volunteers, meaning it costs your department nothing!

WHAT ABOUT SUPERVISION AND SUPPORT?

The Voluntary Services department offers supervision and support for all volunteers, can mediate between you and the volunteer and aims to assist your department wherever possible.

WHAT ABOUT REFERENCES ETC?

All volunteers go through exactly the same recruitment process as employed staff, with the exception that we do not require occupational health clearance (however, we do ask health related questions on the application form and at initial interview).

A second interview is conducted with the manager/team leader of the department the volunteer will be working in. An enhanced CRB is undertaken where necessary and references are sought before any volunteer starts.

Contact Mark Stewart on 01473 329042 or email mark.stewart@smhp.nhs.uk

Children in Need events bring showbiz to Suffolk House!

Television-style glamour hit Suffolk House as it hosted 'Not Strictly Delia...' to raise money for Children in Need.

The cake decorating event, which was won by James 'Jamie' Woolnough, was the main event at the Trust and helped raise a massive £487.50 for disadvantaged children in the UK.

Suffolk House's favourite compere David Farthing hosted the event again this year, paying homage to Bruce Forsyth, citing his famous catchphrases 'didn't we do well' and 'nice to see you, to see you nice'.

The judging was done Strictly Come Dancing style with 50 per cent of the vote from the distinguished panel made up of Dr Hugh 'Raymond Blanc' Davies, Barbara Dale, Robert Nesbitt and Sally Ryan, and the remaining half from the paying audience.

Deputy director of finance and part-time unofficial entertainment host David Farthing said: "Every year this is a prime example of team work across all areas and the sheer generosity of so many of our very caring colleagues."

Dawn Denholm, Julie Barns and Veronica Collins all played a part in the show which involved three directors, Nick Gerrard, Bob Bolas and Mark Halladay, as well as Simon Garwood, David Rollinson and prize-winner James Woolnough. In addition to the competition there were the usual 'dress-down' charges, cake sales and raffles in Suffolk House, the North Building and Walker Close. David added: "Although our total sits below £500 we are confident our final donation to Pudsey will exceed this."

Previous years have seen murder mysteries, quizzes, tarot readings and snaked pennies. The big question now is will next year's charity events take place before or after the Suffolk House demolition party?



ABOVE: The judges, Dr Hugh 'Raymond Blanc' Davies, Barbara Dale, Robert Nesbitt and Sally Ryan



LEFT: Winner James Woolnough with his cake

BELOW: Contestants busy at work



Childcare Vouchers

- Helping you with the cost of childcare
- Each parent could save up to £99 per month
- Can be used as full or part payment for a wide range of childcare
- Can be used as a way to save for expensive times of the year, eg. summer holiday clubs

For further details about how the scheme works contact
The Work Life Balance Support Team
01473 329836
email: worklifebalance.st@smhp.nhs.uk

Make it Count!

A brand new newsletter was showcased in the Trust last month. Make it Count is a monthly update on all things financial.

If you want to know how much the Trust is spending and what it is spending its money on then check out the newsletter on the intranet under 'information and advice'. Issue 1 (December 2008) includes information on what the International Financial Reporting Standards require and changes made in the Trust as a result of the VAT cut. For more information, or to suggest topics for future issues, please contact Nick Gerrard, nick.gerrard@smhp.nhs.uk.

EDITORIAL If you have an article (and accompanying photo) for inclusion in the next edition of Trust Matters, please email it to the editorial team at helen.abbott@smhp.nhs.uk
Telephone 01473 329148 with enquiries. The deadlines for 2009 are as follows:

EDITION	MARCH	MAY	JULY	SEPT	NOV
DEADLINE	FEB 17	APRIL 17	JUNE 17	AUG 17	OCT 17