

Patient Information and Noticeboards

This is a listing of information to be displayed in areas of the Trust. It tells you who to contact if you want to add key information for your service users or if you want to refresh tatty items.

Displaying Information Safely

Notices need to be displayed behind safety glass on a notice board, or be plastic-coated so they can be wiped clean to reduce dust accumulating causing an infection risk. Laminating should be used with caution if the sharp edges could present a risk to the client group. Foam board posters are long-lasting and cleanable.

Noticeboards can be purchased via the stationery company (clares) You will need to contact your Estates Helpdesk to get these installed.

Keeping it Real and Relevant

Some of the information listed below is optional depending on its relevance to your service. E means the item is essential and should be displayed.



Loving Your Noticeboard

It is good idea to allocate the management of noticeboards to someone in your team to remove information when it is out of date, ensure no information is added which does not fit in with the Trust's values, and keep noticeboards fresh and interesting.

Make your noticeboard an event. Highlight health awareness weeks, local community events and fascinating facts about your service, speciality or staff.

you said...we did low we are responding to your



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Many of the items listed can be downloaded from the intranet <u>here</u> or a contact person for the specific item will be indicated.



Item	Summary of Item	Essential/ Optional	Who to contact to obtain item	Link to Item
COVID Poster	Softboard posters advising visitors to stay at home if they have symptoms of COVID, to sign-in, to sanitise hands and follow one-way systems where they exist. Roller banners for main entrances can also be ordered. Contact the Comms team: elft.communications@nhs.net	E	Your Head of Admin may have some supplies. You can download this from the intranet to print in colour or b&w here >>	Welcome to CELT Welcom
NHS QR code Track and Trace poster	A QR code for members of the public to check-in to venues	E	Download from Gov. website: https://www.gov.uk/create-coronavirus-qr-poster	
Handwashing poster	NHS poster advising on how to reduce the transmission of infection	E	Download Hand Washing poster from the intranet here >> WHO hand hygiene posters >>	CORONAVIRUS WASH YOUR HANDS MORE OFFEN FOR 20 SECONDS Use soap and water or a hand cantiflerer when you: Get between are do such Both your form, memore or cough East or breef hand East or breef hand FORCET



Trust Values Posters Displayed at entrances to ELFT premises	Softboard posters to emphasise and communicate the Trust values: We Care, We Respect, We are Inclusive. Shows photos of staff with a statement about the Trust's values. *We are not producing any more of these at present as new branding imminent	O Receptions Display if you have them	Issued by the Communications team and installed by the Estates dept.	Living Our Values Living Our Va
Trust Board	Names and photos of the Trust Board Directors Updated March 2021	E Reception and Ward areas	Can be downloaded from the intranet: http://elftintranet/sites /common/Private/Con tentobject View.aspx ?id=34437	Trust Board Surface Part Catherines Part
Zero Tolerance Poster	Joint poster with police stating our expectations of patients and visitors behaviour. Three versions: a London version a Bedfordshire and Luton MH version and a Beds and CCST version	E Receptions and Wards	Contact Hafiza Rahman <u>Hafiza.rahman1@nhs.net</u>	WE DO NOT TOLERATE VIOLENCE JOS 10074 VIDEN 10074 TO USE AND TOLERATE VIOLENCE JOS 10074 VIDEN 10074 TO USE AND TOLERATE VIOLENCE JOS 10074 VIDEN 10074 TOLERATE VIOLENCE JOS 10074 VIDEN 10074 TOLERATE VIOLENCE JOS 10074 VIDEN 100



Welcome In English and other languages	For entrances and reception areas. These can be ordered direct from Apogee, ELFT's designated print company. Selections of sizes available depending on space available	E	Intranet page with Apogee details http://elftintranet/sites /common/Private/Con tentobject View.aspx ?id=59772	MIRË SE VINI Adamen ladë e partie de la ladë	Willkommen حداداط: حازاط: المحالة	ப்பிற்றில் நாம் Wiagine Pana Wiagicie Fana Bem-vindo நாம்	Bienvenidos Raribuni Boluffol 17.980 119.417 man Xh.hy'e Tayrous Hospeldiniz Laria Hoan Nghênh
				Bienvenue	Lingala	ආයුබෝ වන් Sinhalesa	Croeso
The Senior Team Photograph showing the Directorate Management team at entrance of inpatient units inc PP leads	A board showing the photographs of the senior team for the directorate and their job title	At entrance to inpatient units	To be arranged by the local DMT	Fáilte data	Svelki Atvyke Chauser Was note: Annual State of the Sta	Soo Dhawow Brail Day Day Day Day Day Day Day Da	E Kabò
GHIC Posters European Health Identity Card	A poster to be visible at all access points to ELFT services stating that European visitors should show a valid GHIC (Global Health Insurance Card), otherwise they may have to pay for healthcare	E To be displayed all Reception areas in the Trust	Issued by the Overseas Visitor Team on 020 7655 4179/0203 738 7273 Or email: cyril.okolocha@nhs.net	Please show your EHIC Part of the Part of	Comments of the season of the		
Lester Tool	This is a CQUIN requirement that requires all consulting rooms where people with mental health issues are seen and assessed to display a Lester Tool poster to assist in the management of the patient's physical health care	E In all mental health consulting rooms	Contact your Service Director for these	Positive Cardion Tuning State Incompany The state T	The second of th	A Description of the second of	The second secon



Ward Team Photoboards	A board showing the photographs of the ward team and their job titles. Can be displayed creatively using cartoons, trees, etc.	E All wards	To be determined by service manager/lead nurse/ward manager	
PALS Posters	A poster explaining the steps to take if an individual or family not happy with what is happening with their care. The PALS team can intervene and nip issues in the bud. Two versions: a London version and a Bedfordshire and Luton version	E In all areas	Contact: elft.pals@nhs.net	Patient Advice and Liaison Service (PALS) The problem to the prob
PALS leaflets	A leaflet explaining the steps to take if an individual or family not happy with what is happening with their care. The PALS team can intervene and nip issues in the bud. Two versions: a London version and a Bedfordshire and Luton version	E In all areas	Contact: elft.pals@nhs.net	Patient Advice and Liaison Service (PALS) 0800 013 1223 08 on There to him when you need advice, relational forces making a finite part of the control of
Complaints Posters	A poster explaining how to make a complaint and provide feedback to the Trust about care and treatment. Two versions: a London version and a Bedfordshire and Luton version	E In all areas	Contact: elft.pals@nhs.net	How to make a comment, compliment or a complaint No waters per viole and all of activate for a complaint No waters per viole and and activate for a complaint of a compla



Complaints leaflets	A leaflet explaining how to complain and/or provide feedback to the Trust. Has a tear-off panel to send via freepost address. Two versions: a London version and a Bedfordshire and Luton version	E In all areas	Contact: elft.pals@nhs.net	How to make a comment, complaint, compliment or a complaint, compliment or a complaint of the complaint of t
Your Records and You leaflets	A booklet explaining why the Trust gathers information about patients, safeguards around confidentiality and how they can access their own records.	E In all areas	Available on the intranet here Contact: elft.information.governanc e@nhs.net	YOUR RECORDS AND YOUR NORMAL ON FOR BENYOUSE USERS
Your Records and You posters	A poster explaining to service users how they can apply to access their records.	E	Available on the intranet here Contact: elft.information.governance@nhs.net	Test Sondons YOUR RECORDS AND YOU INFORMATION FOR SERVICE USES Please and at Recognition for our feather that explains, the service of the



Understanding the Mental Capacity Act leaflet	A guide for service users, their families and carers. Explains what the Mental Health Capacity Act is, how someone is assessed, what this means and how this can be challenged.	E	Contact Johanna Turner johanna.turner3@nhs.net	East London WIES Understanding the Mental Capacity Act A GUIDE FOR PATIENTS, THEIR FAMILIES AND CARERS Financial sight. Our copperature 2019
Understanding the Deprivation of Liberty Safeguards	A guide for service users, their families and carers. Simple explanation of the criteria, assessment, what it means in practice, how it is reviewed and when DoLs doesn't apply.	E	Contact Johanna Turner johanna.turner3@nhs.net	East London MES Understanding the Deprivation of Liberty Safeguards A GUIDE FOR PATIENTS. THEIR FAMILIES AND CARENS For read rights. Our respirate of the same o
Mental Capacity Act 10 Points for Staff	A flyer to remind staff of key principles: presume patients can make a decision for themselves unless you have shown otherwise, support them to make their own decision, they have the right to make an unwise decision and always act in your patient's best interests applying least restrictive effective option.	E In mental health care settings	Contact Johanna Turner johanna.turner3@nhs.net	Rental Company, Class (Approximate Marky Mental Company), And — 10 Key Printed for State The Wester Company of Key State I are selected of company to produce the selected of the selected o



Safeguarding Adults posters	A simple poster to say staff are trained to help if someone is upset or worried about something that has happened to them. Local authority reporting number for each borough is included. A version for each area showing the local authority contact number	E All health care settings	Contact the Safeguarding Adults lead for your service	Safeguarding Ludon Safeguarding Ludon Are you upset or worried about something harmful that has happened to you? NetS Foundation Trust are trained to help you if you feel you are at risk of harm for harm for the your feel you are at risk of harm for something harmful feel of harm for something harmful feel of harm or bring neglected, report it. There is a team in your used or processed or you will be a something to you
Carers Information	A leaflet which explains that all carers are entitled to have a carers assessment with a listing of local support and information A version for each area showing the local authority contact number	E In all health care settings	Contact the carers lead for your area	Information for Carers of People with a Mental Health Difficulty in The City of London and Hackney Who Support Someone with a Mental Health Difficulty
Staffing Levels wipe boards	A display which is updated at every shift change to indicate how many staff are on the ward.	E On all wards	Contact John Peers, Lead Nurse on 07941 375 089 or email: john.peers2@nhs.net	East London NITS Wind: Wind: Ward Statement with Marriage staff of other form, Edder, putter, Settle The statement in the statement of the
Printed Information about Medication	The Trust has produced resources in a range of languages for patients. These can be accessed via the icon on all Trust desktops.	Print off information as required for individual patients	Print as required for individual patients	MH Trust Medicati



Printed Information about Mental Health Conditions	The Trust signposts people to the Royal College of Psychiatrists website as they have a range of good quality information that can be accessed online by patients or can be printed off for them.	Print off the leaflet/ information as required for individual patients	Print as required for individual patients	Information on the Trust Intranet
Posters signposting to Emotional Support	These posters can displayed in community health and primary care settings for people having difficulty coping with life issues	Print off the poster has needed or direct to ELFT website	Check intranet for ELFT IAPT/Talking Therapies Services Here >>	"LJUST DIDN'T THINK COULD COPE JUST TALKING CAN HELP COULD COPE JUST TALKING CAN HELP JUST TALKING CAN HELP JUST TALKING CAN HELP JUST TALKING CAN HELP
Printed Information about Physical Health Condition	The NHS Choices website has good quality medically validated information that can be accessed online by patients. Information can also be printed off for them by staff.	Print off the leaflet/ information as required for individual patients	Print as required for individual patients	NHS Choices website And available on RiO
General Information from specialist charities and organisations	Teams may wish to purchase and display specialist information to provide patients and carers with useful national or local information.	Öptional	To be determined by service manager/lead nurse/ward manager	
Improvement Noticeboard Section	For local info: PROMS, PREMS, 'You Said, We Did', QI Project findings, awards, accreditation, etc.	All areas	To be determined by service manager/lead nurse/ward manager	Can be displayed creatively by the team: speech bubbles, graphs, charts, leaves, etc.



Service leaflet	Information about the service stating what the service does, reasons for referral, assessment process, support offered and contact details to reinforce discussion between professional and patient/family/carer	All services	Send draft leaflet content to the Communications team for advice on wording. They can get a quote and arrange the design and print	Adult Autism Service Bedfordshire and Luton
Welcome Packs	The People Participation team have developed Welcome Packs for London Inpatient Wards stating what patients can expect and useful information.	All inpatient services	Local People Participation lead	Welcome Pack City & Hackney Centre for Mental Health
'Hotel' Information	A template to go on the back of every bedroom door to convey key information useful to patients during their stay. Reinforcing some of the information in the Welcome Packs	Optional To go on bedroom door of all rooms	Template to be completed by named health care worker. Needs to be customised for each ward.	Useful Information Distype to one or



Patient Feedback/Quality Improvement posters or displays	Information about PREMS, PROMS, You said, we did Any relevant data or facts about improvements to the service, awards, accreditations, prizes, etc. Can be displayed creatively	To be displayed on wards or in waiting areas in community centres	Contact Apogee, the Trust's print and design company Complete a Job Request Form Email it to dds-digitalprint@apogeecorp.com together with the document(s)/file(s) /artwork to be printed.	you saidwe did How we are responding to your feedback Joshua Ward you said we did """ """ """ """ """ """ """ """ """
Freedom to Speak Up Poster	Information about ELFT's Freedom to Speak Up Guardian and how to raise a concern	E To be displayed in all areas	Contact Ade Dosunmu adewunmi.dosunmu@nhs .net	STOP If a file segretary If you do not seem to go to be seem to go to go to be seem to go to go to be seem to go to
Trust Strategy softboards	Information in a graphic about the Trust's strategic direction, mission and vision *No longer being produced. Continue to display if you have them	To be displayed in entrance areas and reception areas	Contact the Comms team: elft.communication@nhs. net	East London has Foundation has To improve the quality of life quality of life quality we solve for all we solve for all we solve and of the door working or comment of the Drive of the door working or comment of the door working or comment of the Drive of the door working or comment of the door working or comment of the door wor



CQC Ratings Board	This sets out the rating each team or service received in the last CQC assessment. It shows visitors the calibre of service they are visiting.	E	Contact the Comms team: elft.communication@nhs. net	Continuity Listense 20.5 Lost Lorden Net Foundation Total Total Lorden Net Foundatio
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