

REPORT TO THE TRUST BOARD - PUBLIC
28 November 2019

Title	Chief Executive Officer's Report
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Purpose of the Report

The purpose of this report is to provide the Trust Board with the Chief Executive Officer's update on significant developments and key issues over the past two months. The Board is asked to receive and note this report.

Summary of Key Issues

This report contains details of the CQC inspections of the Trust, awards and recognition and updates on changes and improvements to services across the Trust. The report provides a brief update on national/ regional issues.

Strategic priorities this paper supports (Please check box including brief statement)

Improved patient experience	<input checked="" type="checkbox"/>	New strategy sets out that this area is a key goal
Improved population health outcomes	<input checked="" type="checkbox"/>	New strategy sets out that this area is a key goal
Improved staff experience	<input checked="" type="checkbox"/>	New strategy sets out that this area is a key goal. Efforts to support new staff in community services in Beds.
Improved value	<input checked="" type="checkbox"/>	New strategy sets out that this area is a key goal

Committees/Meetings where this item has been considered:

Date	Committee/Meeting
N/A	N/A

Implications:

Equality Analysis	This report has no direct impact on equalities.
Risk and Assurance	This report provides an update of activities and issues across the Trust.
Service User/Carer/Staff	This paper provides an update on activities that have taken place across the Trust involving staff, patients and carers.
Financial	There are no financial implications attached to this report.

Supporting Documents and Research material

a. N/A

Glossary

CCG	Clinical Commissioning Group
CMHTs	Community Mental Health Teams
CQC	Care Quality Commission
QI	Quality Improvement

1.0 Purpose

1.1 The purpose of this report is to provide the Trust Board with the Chief Executive Officer's update on significant developments and key issues.

2.0 Funding to Help Homeless People With Mental Health Needs in the Capital

2.1 In October, the Mayor of London announced a new £2.35m scheme to support people with mental health needs sleeping rough in the capital. The two year pilot aims to ensure that mental health and homelessness services work in collaboration to deliver better outcomes for people sleeping rough and learn from each other's expertise.

2.2 Four trusts that provide mental health care will be delivering the services:

- Ourselves, East London NHS Foundation Trust (ELFT),
- North East London NHS Foundation trust (NELFT),
- Central and North West London Foundation NHS Trust (CNWL)
- West London NHS Trust (WLT)

2.3 Last year, half of all people sleeping rough in London were recorded as having mental health needs, but many do not have access to the specialist support and treatment they need. Co-ordinated by Imperial College Health Partners, supported by UCL Partners and the Health Innovation Network, the two-year project will test how new collaborative ways of working can provide targeted support and help people leave the streets for good.

2.4 The money will facilitate the formation of dedicated teams of mental health practitioners from the NHS trusts involved joining outreach workers on the streets from organisations such as St Mungo's, Thames Reach and Single Homeless Project (SHP). The teams could also include specialist input from a psychologist, psychiatrist or peer support worker. The aim is to provide people sleeping rough with flexible, accessible mental health support, which better understands their needs and ensures they receive the appropriate assessment and treatment.

3.0 Proposal to move MHCOP inpatients to East Ham Care Centre

3.1 The Trust is having discussions with partner organisations and staff to share a proposal to move older people's inpatient services based at Mile End Hospital to Sally Sherman Ward at East Ham Care Centre.

3.2 This would mean that service users from City and Hackney, and Tower Hamlets who needed admission, would be cared for all together with local residents in Newham.

3.3 The NHS Long Term Plan has called on all NHS trusts to make better use of clinical space and where possible consolidate services to gain benefits through having one set of running costs. It would enable trusts to create a focus of expertise in one place to develop bespoke centres of excellence that can offer better therapeutic experience for local people

- 3.4 This model has already been adopted in relation to physical health services with the acceptance that not every borough needs its own renal unit, stroke unit or cardiac unit but ensures that local people have access to these specialist services in their vicinity. As we have done with some of our mental health services such as the Mother and Baby Unit and the Coborn Centre for Adolescent Mental Health.
- 3.5 East Ham Care Centre is a well-designed purpose-built unit which would provide a better therapeutic environment to patients. The unit has access to a sensory garden and an activities department who provide a range of stimulating and interesting past-times for older people. The unit gets excellent feedback from current patients and carers as do staff on Thames House Ward, so together they could provide an exceptional service for older people.
- 3.6 Discussion is ongoing and has paused for the time being during the election period.

4.0 Brexit Update

- 4.1 The Trust continues to plan for the UK exit from the European Union on the new deadline of 31 January 2020 – either with a phased exit plan or a No-Deal exit. We are monitoring advice from NHS England and the Brexit Committee meets every month to review our contingency and business continuity plans.
- 4.2 We continue to urge EU staff register for ‘Settled Status’ on the Government website (<https://www.gov.uk/settled-status-eu-citizens-families>) and to support EU service users to apply.

5.0 International Partnership With Maltepe University, Istanbul, Turkey

- 5.1 ELFT has entered into an exciting new joint venture and developing a Masters’ programme (MA) in Clinical Psychology with Body Psychotherapy Certificate in collaboration with Maltepe University, Istanbul, Turkey.
- 5.2 This is the first of its kind in Europe and Asia and takes years of successful research in the area of body oriented psychological therapies conducted in East-London to the next level. The MA in Clinical Psychology with Body Psychotherapy Certificate has been developed in collaboration with leading international clinicians and academics.
- 5.3 The curriculum development and delivery is co-facilitated by Professor Frank Röhricht and Assoc. Prof Özden Bademci. The programme has already received significant attention and for the first year it received 115 applications for 12 places. Courses will deliver an explicit combination of clinical practice and theory of holistic body–mind functioning designed to improve emotional, cognitive, physical and social integration of patients.
- 5.4 Future plans include the involvement of BPT/DMP practitioners from ELFT in supervising placements for students in London as well as teaching contributions. Discussions have started to develop a sister programme at Queen Mary University of London.

6.0 Reset Addictions Service Moves to New Provider

- 6.1 Staff in the Reset Addiction Service for people in Tower Hamlets moved to a new provider organisation on 28 October. The service is being provided by the charity: Change, Grow, Live.
- 6.2 The Reset team joined the Trust in February 2017 bringing together Compass, Lifeline, ELFT, Mind and RAPt under one care pathway.

7.0 ELFT Attains Healthy Workplace Award

- 7.1 The first cohort of ELFT Nursing Associates in London and in Bedfordshire graduated this summer. All have secured Band 4 roles within the Trust. One person who started off in a mental health setting has even converted to community health on graduating.
- 7.2 The Nursing Associate is a new role within nursing in England. It has been designed to help bridge the gap between health and care assistants and registered nurses. It is a stand-alone role that Nursing Associates can opt to remain in and is a foundation degree. But there is also the option of progression into graduate level nursing to become a qualified nurse.
- 7.3 It offers an opportunity to people who have been in health care assistant or social therapist roles for a long time without a clear career path. The training takes two years. Trainees are paid while they study. There are classroom sessions but most of their learning takes place in the field on placement.
- 7.4 It is a registered role with the Nursing and Midwifery Council which required them to revalidate their qualification every three years the same as any other qualified nurse. They are able to undertake certain nursing procedures which unregistered nurses are not permitted to.
- 7.5 The other unique aspect to becoming a Nursing Associate is that the individual develops skills and expertise in physical health care AND mental health care so can offer good all round care to any patient whatever setting they work in.
- 7.6 The Nursing Associate training is provided in collaboration with City University, Barts Health NHS Trust and Homerton University Hospital Trust in London. And in partnership with the University of Bedfordshire All the organisations involved offer supervised placements to enable trainees to get a broad range of experience. Recruitment of potential trainees for the next cohort is underway.

8.0 Awards and Recognition

- 8.1 **Health Service Journal Award** A partnership project in City & Hackney won a Health Service Journal Award in the 'Mental Health Innovation of the Year' category. The Trust along with City and Hackney Clinical Commissioning Group, City and Hackney GP Confederation, Core Sport and Clinical Effectiveness Group were recognised for their work tackling the physical health needs of

people with a serious mental health illness who have poorer health than the national average and a shorter lifespan.

8.2 The award was in recognition of the alliance approach which has enabled people and data from different organisations to be integrated, creating a seamless pathway for physical health checks between primary and secondary care. The team were 'Highly Commended' in two other categories as well.

8.3 **National Positive Practice in Mental Health Awards** Two ELFT teams won awards at the National Positive Practice in Mental Health Awards 2019 ceremony

8.4 **Tower Hamlets Award Winners** The Tower Hamlets Mental Health Liaison and Psychological Medicine Team won an award for the category of Integration of Physical & Mental Healthcare.

8.5 The Tower Hamlets team work closely with the A&E department and wards at the Royal London Hospital, St Bartholomew's Hospital and the London Ambulance Service to provide joint care to service users. They really impressed the judges for their hard work in bridging the gap between mental and physical health provision.

8.6 **Forensic Services Award Winner** Shoreditch Ward, a Specialist Forensic Learning Disability ward based at The John Howard Centre won the 'Quality Improvement and/or Service Transformation' category for their Quality Improvement (QI) project 'Flip the Triangle'.

8.7 The Shoreditch Ward team were recognised for their work to increase focus on providing positive and proactive interventions to manage challenging behaviour and improve ward safety. By applying Quality Improvement (QI) methods to instigate change, they are able to make measurable and specific improvements across a range of areas.

9.0 Research Conference

9.1 The Robin Brook Centre at St Bartholomew's Hospital was full to capacity on 2 October for the 17th Annual Health Research in East London conference. As with previous years, the conference attracted a vast and engaging audience (200 this year), and was live streamed to Wrotham Park in Woburn where Bedfordshire colleagues could follow all the action.

9.2 The conference is an opportunity for health professionals to discuss a range of innovative research projects ranging from epidemiological studies to clinical trials and qualitative work.

9.3 During the networking break in the striking Barts Pathology Museum, attendees could visit information stalls hosted by partner organisations who support the design and delivery of research at ELFT including Noctor Research Support Services, the Clinical Research Network: North Thames, Research Design Service London, and the award-winning SUGAR: Service User and carer Group Advising on Research.

9.0 Staff Survey

- 9.1 ELFT is encouraging staff to complete the national staff survey to share their views about what it is like to be employed by ELFT. Information has been issued to staff outlining key concerns raised last year and action taken to improve staff satisfaction.

- 9.4.2 Tanya Carter, Director of People and Culture, and Maureen Brown, Chair of the Staff Side committee, took part in a joint film message to staff asking them to provide feedback via the survey. There have been a series of news stories on the intranet, Tweets and a leaflet has been distributed to staff outlining key changes since the last survey.

10.0 Flu Vaccination Programme

- 10.1 Staff are being offered the Flu Vaccination to protect them from influenza and ensure that they do not pass on the virus to service users and colleagues. Vaccination is a key way to ensure business continuity in the event of a flu outbreak. And it can contribute to reduced hospital admissions and pressure on A&E departments, and morbidity and mortality rates.

- 10.2 NHS staff are often reluctant to have the flu jab as they don't regard flu as a threat to them, and assume, if they contract it, that they will come through and recover. So internal messaging has focused on opportunities for staff to attend clinics, reminders about the benefits of the vaccination, a story of a staff member who nearly died last year from flu, and myth-busting facts and information.

11.0 Action

- 11.1 The Board is asked to **RECEIVE** and **NOTE** this report