

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It is good idea to allocate the management of noticeboards to someone in your team to remove information when it is out of date, ensure no information is added which does not fit in with the Trust's values, and keep noticeboards fresh and interesting.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



Poster	Page	Poster	Page
COVID posters	3	10 Points for Staff	8
NHS Track and Trace QR code posters	3	Safeguarding Adults posters	9
Hand Hygiene posters	3	Carers Information	9
Trust Values Posters	4	Staffing Levels wipe boards	9
Trust Board	4	Printed Information about Medication	9
Zero Tolerance Poster	4	Printed Information about Mental Health Conditions	10
Welcome in Multiple Languages	5	How to access Talking Therapies/IAPT	10
The Local Senior Team	5	Printed Information about Physical Health Condition	10
EHIC Posters	5	General Information from specialist charities and	
Lester Tool	5	organisations	10
Ward Team Photoboards	6	Improvement Noticeboard Section	10
PALS Posters	6	Service leaflet	11
PALS leaflets	6	Welcome Packs	11
Complaints Posters	6	'Hotel' Information	11
Complaints leaflets	7	Patient Feedback/Quality Improvement posters or	
Your Records and You leaflets	7	displays	12
Your Records and You posters	7	Freedom to Speak Up Poster	12
Understanding the Mental Capacity Act leaflet	8	Trust Strategy softboards	12
Understanding the Deprivation of Liberty Safeguards	8	CQC Ratings Board	13
Mental Capacity Act	8		

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 >>	Worksome to ELFT Worksome to
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 POR 20 SECONDS Use soon and water or a hand admitter enther you. Get have a rist work. Steep your row, water or cough East or through the county East of the county PORTER PORTER PORTER PORTER FOR THE COMMITTEE For these influences and the Committee For the contribution For the contribution and the Committee For the contribution



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 Supports after any succlusive Supports garant in a key part of our work. After all they have given an the important jub of looking after their level durin. 10755 Taral Continues Taral Co
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 Part Calements Part Cal
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	Issued by Assurance team. Contact Hafiza Rahman Hafiza.rahman1@nhs.net	WE DO NOT TOLERATE VIOLENCE JOS SERVIN WITH THE WITH THE WITH TOLERATE VIOLENCE JOS SERVIN WITH THE WITH THE WITH TOLERATE VIOLENCE JOS SERVIN WITH THE WITH THE WITH TOLERATE VIOLENCE JOS SERVIN WITH THE WITH THE WITH TOLERATE VIOLENCE JOS SERVIN WITH THE WIT



Welcome	For entrances and reception areas. These can be ordered direct from	Е	Intranet page with Apogee details	MIRË SE VINI Amenian أهلاً و سهلاً	Willkommen સ્વાગતઃ	ساعصهه په خير راغلې	Bienvenidos Eparido Karibuni
In English and other languages	Apogee, ELFT's designated print company. Selections of sizes		http://elftintranet/sites/common/Private/Con	স্থাগতম Dobrodošli	שלום _{Mobrew}	Witajcie Frotati Bem-vindo	நல்வரவு እንቋፅ ብደሓን መጻእኩም
	available depending on space available		tentobject View.aspx ?id=59772	w 迎 Distriction	स्वागत: Benvenuti	ਜੀ ਆਇਆਂ ਨੂੰ _{Propole} Bine ati venit	Tigripria Hosgeldiniz Tarkish خوش آمدید
	available		<u>!1u=39112</u>	weikom خوش آمدید	بهخیّربیّن _{Kodish}	Віпе ист venic Добро пожаловать!	HOAN NGHÊNH
				Bienvenue French	Boyei Bolamu Lirgala	Russian ආයුබෝ වන් Sinhalese	Croeso
				Fáilte	Sveiki Atvyke	Soo Dhawow	Ę Kābò
The Senior Team Photograph showing the Directorate Management team at entrance of inpatient	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				
units inc PP leads				an Propr	12/1	The Second	A COL
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 Please show show the s	The state of the s		
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 Cardiom (Manual Cardiom Cardi	erabolic Health Re- in Manual	A DESCRIPTION OF THE PROPERTY	Figure 2011 for proper chance and authors/member 2012 white proper



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	Issued by Assurance team. Contact: elft.pals@nhs.net	Patient Advice and Liaison Service (PALS) Which are least addition. Nave concerns or dust how where to burn The service is free and confidential The service is free and confidential Who was a service in the service and the service of the se
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	Issued by Assurance team. Contact: elft.pals@nhs.net	Patient Advice and Liaison Service (PALS) 8800 013 1223 880 orb least to long siding you and advice, "Simulation, but an advice of the side of the s
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	Issued by Assurance team. Contact: elft.pals@nhs.net	How to make a comment, compliment or a complaint **On-white the control of the c



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	Issued by Assurance team. Contact: elft.pals@nhs.net	How to make a comment, compliment or a complaint. Some of the complaint o
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	Issued by Assurance team. Available on the intranet here Contact: elft.information.governancee@nhs.net	YOUR RECORDS AND YOU INFORMATION FOR SERVICE USERS
Your Records and You posters	A poster explaining to service users how they can apply to access their records.	E	Issued by Assurance team. Available on the intranet here Contact: elft.information.governancee@nhs.net	YOUR RECORDS AND YOU INFORMATION FOR SERVICE USERS HEAR and at reception for our leaflet that explains took you use and there you personal information, look you use and leaflet. If we will held of it you are subscuryey with this way you it handle if



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 DIES Understanding the Mental Capacity Act A GUIDE FOR PATIENTS, THEIR FAMILIES AND CARES Partieut sights, Car (PRI) Security ACI
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	Understanding the Deprivation of Liberty Safeguards A GUIDE FOR PATIENTS. THEIR FAMILIES AND CARENS Find tends sights. Our recognitions.
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	Manufact Copyciolity, Act — 10 Key Principle for State The West Copyciolity Act — 10 Key Principle for State The West C



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 Luton Are you upset or worried about something harmful that has happened by upon the your property of the property of your part of the property of your part of the property of you feel you are at risk of harm from sometime. If you are concerned for yourself or for another person who is at risk of harm for being neglected, report it. There is a lamb in year the property who are help to proved your part of the property who are help to proved your property who are help to proved your property who are help to proved your property on the property who are help to proved your property on the property of the proved your property on the property of the property of the property of the proved your property of the proper
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 FMIS Wards Wards Marring soll and only 1704, 16.664, p.1164. Description of the control 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 CAN HELP Male year Male year
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.	Optional	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 Bediordshire and Lutori
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 Disage are the raw ord or one raw with a control or the control of the contr



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 saidve did How we are responding to your feedback Joshua Ward you said We did The ward of the said of
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 adewunmi.dosunmu@nhs .net or anita.hynes@nhs.net	SPECIAL SPECIA
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 Ints Foundation has To introff of life Quality of the Quality we sorve for all we sorve for all we sorve To any one of the proposed and To the proposed and T



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	Controlling Losson 2015 Loss London 1945 Foundation Test Ton Lond
----------------------	--	---	---	--