

C&I News



Spotlight on dementia

Showcasing excellence at C&I

In this issue...

Tell us what you think about the Trust's Forward Plans (see page 3). Be in with a chance to win a prize.

Welcome to C&I News

We want to keep you up to date with what's happening in mental health around the trust and across the boroughs. If you have any comments, feedback or wish to contribute an article to the next issue please email communications@candi.nhs.uk or call **020 3317 3088/89**. Please email us if you'd like to be added to (or removed from) our mailing list.

Welcome from the Chair

Welcome to the Spring edition of C&I News – our newsletter for service users, staff, carers and trust members.



C&I Chair Leisha Fullick

In this issue we feature some important information around our proposed plans and service priorities. Please read our proposals and have your say. You can complete and return the enclosed questionnaire or fill it in online via our website. You can also attend our upcoming members meeting on 13 March (see page 3). Your feedback is important to us and will help us build services that are responsive to your ideas, so please do take the opportunity to let us know what you think.

In this magazine there is a round-up of our recent members' events on the St Pancras hospital development, on dementia, as well as news of C&I's Robert Lal meeting football royalty in the form of Thierry Henry.

We also have information on our new governor working groups. We are setting these up in partnership with our governors to help the representatives on the Council of Governors to be your voice in key areas of importance to the trust (see page 11).

I hope you enjoy this issue. If you have any ideas for future articles then please do get in touch at:

communications@candi.nhs.uk

C&I's forward plans

Please give us feedback on these proposals by filling out and returning the enclosed questionnaire form or complete the online version under the 'Members' tab on our website at www.candi.nhs.uk to be in with a chance of winning £25 of M&S vouchers.

If you would like to find out more about the proposals please come to our meeting with C&I's Chief Executive and Chair on Thursday, 13 March from 5.30-6.30pm at the Conference Hall, St Pancras Hospital, 4 St Pancras Way NW1 0PE.

We will improve the treatment and management of mental illness within primary care by developing proposals with our local commissioners to provide new models of care and support to GPs & primary care services

We will make it easier for people to access our services by extending our operating times and implementing 7 day working in some services

We will develop ambitious plans for the St Pancras Hospital site and consult widely on our proposals with the local community, service users, staff and our partners

We will improve the physical health care for those who use our services by working closely with primary care and acute hospital services

C&I's forward plans

We will become more transparent in how we work by improving the range and quality of information we publish about the Trust

We will improve the way we get feedback from those who use our services and use this information to improve service user and carer experience

We will reduce waiting times for those who use our services

We will increase the work we do in the A&E departments and wards of acute hospitals to provide more integrated and holistic care

Celebrating 18 years of helping women

Drayton Park Women's Crisis House celebrated its 18 anniversary with an event for service users and staff in December.

Staff and patients were joined by Baroness Julia Neuberger, who founded the centre when she was chair of the Trust in 1995.

The Centre is the only all women crisis centre run by an all women team in the country. Most centres usually have mixed sex accommodation or have mixed sex staffing. Women feel protected by being in an all-female environment at Drayton Park and therefore their road to recovery is statistically far swifter and more permanent than from other centres.

Drayton Park also allows women to bring their children to live with them so the house provides a more "home from home" feel to it and gives women the option of not having to rely on friends and family to look after their little ones.

Beth, one of the women who has used the centre described it as a life-saver. Beth is a professional in



Three cheers for Drayton Park Women's Crisis House

the NHS, and a few years ago became depressed. She said: "I couldn't believe what was happening to me. It was almost overnight that I became a different person. I tried to commit suicide. I was in the worst place possible. It was a mercy that I ended up at Drayton Park. Their level of care and understanding was exceptional. It saved my life."

Service user artists painting a picture of success



Pamela (far left) and Abigail (far right) with the 1st prize winner (centre left) (not a member of the centre) and Jaime Bautista (centre right) founder of the SMart Network.

C&I service users Pamela Berham and Abigail Temple triumphed in a recent art competition by winning second and third prizes respectively.

Sixteen members of the Creativity Centre at Isledon Road entered pieces of art into the competition.

It was run by Matrix, a barristers' chambers dedicated to equal opportunity and supporting marginalised communities in conjunction with SMart Network, a charity dedicated to rebuild the lives of socially marginalised people through art projects.

The challenge was to create a unique piece of art that encapsulated either Matrix's core values or globalisation.

Three other members of the Creativity Centre have also subsequently sold pieces of work.

Mental health promoted to the champions league

C&I's Robert Lall has been crowned a community hero by professional footballer Thierry Henry.



Community hero meets football hero - Robert Lall (left) with Thierry Henry

Robert, our Football and Sports Lead, received the accolade at the Emirates Stadium through the Barclays Community Ticket Programme for his work with Arsenal in the Community.

Arsenal in the Community has run a twice weekly football programme for the last three years for local people with mental health problems. It gives them the chance to socialise as well as be active. Robert, who is based at Highgate Mental Health Centre, said: "It's great to have the work that we do with service users recognised and to know how much it is valued."

Robert, who is actually a Liverpool fan, was delighted to meet Thierry Henry and receive a certificate, tickets to an Arsenal game, and congratulations in a match programme.

Chair of Health Education England praises C&I dedication

Ten trainees have joined our Trust in partnership with Health Education England as Healthcare Assistants, where they can earn and learn on the job.

Back in October C&I began a pilot programme in conjunction with Health Education England (HEE). The programme is aimed at testing the Francis report recommendation that all nurses have experience of health care prior to starting their training.

Ten pre-university workers, all of whom are interested in pursuing a nursing career, joined the trust to see what it is really like to work in either an acute or mental health setting, prior to applying for a degree course in nursing.

Sir Keith Pearson, Chair of HEE came recently to see how the programme was running for C&I and also for the prospective nurses. He said: "The people I've met here seem incredibly dedicated to supporting the young people who are on the programme. It's really encouraging that the trust has bought into the objectives we set for the programme and are being very supportive of the students on it."



Sir Keith Pearson, Chair of Health Education England (centre), with Pal Singh (supervisor, left) and Devi Ramchurn (pre-university worker)

Raising dementia awareness in our community

Local people found out more about the help that is available for people with dementia at our dementia awareness event.

There was a fantastic turn out and the event attracted a good cross section of people including carers and service users, members of the public, third sector groups and other staff, who were able to find out about the support they can get for loved ones with dementia.

C&I's Services for Ageing and Mental Health hosted the event and covered a range of topics including what is a memory clinic and the relationship between food and the brain.

Attendees visited stands from Age Concern, Alzheimer's Society, Islington Carer's Hub and

C&I's Services for Ageing and Mental Health. Trust Governors were also on hand to answer questions from service users, public and staff members.



Talking about dementia at C&I's awareness event

C&I awarded the Trust of the month for our dementia work



From left to right: Amy Anderson, Communications Officer; Helen Souris, Islington Memory Service, Clinical Team Manager; Susan Coombes, Practice Development Nurse

C&I was awarded the Trust of the month for January by UCL Partners' 12000 Trained project steering group in acknowledgement of the dementia training we have delivered across the Trust to a variety of staff. We have trained 151 staff and successfully met our target.

The Trust received £250 to spend on items or initiatives relating to delivering better dementia care.

The 12000 Project is a dementia awareness project supported by UCL Partners that aims to train 12000 healthcare staff across north central and east London in understanding dementia better.

Showcasing C&I's excellent reputation in dementia

ITV London interviewed Gill Livingston, C&I Psychiatrist and Professor of Mental Health of Older People (UCL) live in the ITV London studio to mark the G8 Dementia Summit on 11 December.

Meanwhile, C&I featured on Japanese National Television for being a beacon of excellence for caring for people with dementia. NHK interviewed C&I Memory Services' Jason Golding. The Memory Clinics in Camden and Islington are considered some of the best in the country. The C&I model is now receiving international recognition and the Japanese authorities are thinking about implementing something similar in Japan.

In her interview with ITV Professor Livingston talked about the £3.1million funding she and her team have won for research into anxiety in dementia. The funding comes from The Economic and Social Research Council (ESRC) and the National Institute for Health Research (NIHR). The study will look at "Managing Agitation and Raising Quality of Life" for dementia sufferers and aims to increase knowledge of agitation, a distressing symptom of dementia.

Gill explained: "Agitation occurs in about 50% of people with moderate or severe dementia. The symptoms, which signify unmet need, include restlessness, pacing, shouting or even verbal or physical aggression."

The research team will develop, test and implement a manual to train staff about how best to reduce agitation and improve quality of life in care homes. Gill said: "The research project will significantly add to our understanding of dementia. We will also be looking at how we can better prevent dementia, and improve the quality of life of sufferers and their carers."

Dementia facts

Dementia is a collection of symptoms that include memory loss, mood changes and problems with communication and reasoning. These symptoms are brought about by a number of diseases that cause changes in the brain.

The most common of these is Alzheimer's disease which causes the brain cells to die off. The first sign is usually short-term memory loss. Other types of dementia include vascular dementia, dementia with Lewy bodies and Pick's disease. But a person's experience of dementia will depend on their personal circumstances.

It's not just about losing your memory

Dementia is a different sort of forgetfulness. Your memory loss will be more noticeable, and may be accompanied by mood changes and confusion. Forgetfulness and confusion are not always signs of dementia, but it is very important to ask the doctor to check them out.

Drugs are available that can help people with certain forms of dementia. Other medication can help with symptoms that often accompany dementia, like anxiety or insomnia.

It's possible to live well with dementia

Many people with dementia continue to drive, socialise and hold down satisfying jobs. Even as dementia progresses, many people lead active, healthy lives and enjoy loving friendships and relationships. Medication may help people with some kinds of dementia. This is why it's important to go to the doctor as soon as you suspect there may be a problem.

Of course, dementia does make it harder to do certain things. But with the right support and know-how, it is possible for someone with dementia to get the very best out of life. To find out more about dementia, go to alzheimers.org.uk

It's good to talk about mental health

Staff across the Trust had conversations about their own mental health and wellbeing on 6 February in support of the Time to Change 'Time to Talk' campaign.



Encouraging conversations: C&I's Emma Winn, Speech and Language Therapy Clinical Manager, set up this display at Gospel Oak Health Centre.

Time to Change is a national campaign encouraging people to talk openly about mental health providing a supportive ear to a friend or colleague. Bottling emotions can cause stress and start affecting our physical health and in extreme cases can cause heart palpitations and high blood pressure.

As a mental health Trust, we are fully committed to promoting positive wellbeing and an inclusive environment at work. We are backing the Time to Change campaign to help remove the stigma

associated with mental health and appreciate that we can all be affected in different ways and at different times in our lives.

Dr Nisha Shah, consultant in perinatal psychiatry, said: "I am in full support of this campaign and have had two conversations within a week regarding my own health and wellbeing. Talking about these issues is normal for me, both about my own and others' mental health - it's what keeps me going!"

A Christmas thank you to our service users

Service users got into the festive spirit at a thank you event the Trust held at the Hanley Road centre in December.

Service users and staff danced to the sound of reggae band Lambo and DJ Vibes The Renegade Master. There was also a delicious Caribbean spread. The event was to thank all the service users who also work for the Trust, for example through our service user alliance.

Manager Mary Wigzell said: "Everyone really enjoyed the party. It gives service users an opportunity to be something else and let their hair down – like those playing in the band and the DJ."

Helping people cope better with iCope website

The Trust's new iCope website was officially launched in January, making it even easier for people with mental health conditions to get the information and services they need.



The launch event included GPs, charities and staff



Many people don't realise that stress, worry, depression and insomnia are mental health problems and that there is help readily available in the community.

Dr Judy Leibowitz, Head of Improving Access to Psychological Therapies at C&I, said: "To help make access to these services even easier we have launched iCope, a Psychological Therapies Service website. It enables patients to discover all the latest information about their condition, understand why they are feeling a certain way and even helps them self-refer."



Katy Lucas, Primary Care Mental Health Worker (left), with Dr Charlotte Lucas, a local GP, at the launch

The iCope website has been designed and trialled by psychologists and patients. Dr Alastair Bailey, Chartered Clinical Psychologist, worked on the website project team. He said: "The beauty of this website is that it offers a lot of opportunities to people who may be worried that there is something wrong with them.

"They may be wary about speaking to friends, family or professionals about depression, anxiety and other mental health conditions and this website will assist them to find the information they need in an intuitive and easily accessible way."

Members of the iCope team took the audience through several user journeys from different perspectives including a service user and a GP.

Local GP Dr Charlotte Lucas said: "The website is really great. It's good for self-referral and as an information point so that I can discuss conditions and treatments with patients."

Please visit iCope at www.icope.nhs.uk

St Pancras Hospital development members' forum

Service users, the public and staff discussed their ideas as part of C&I's wider engagement programme for this project.



David Wragg, Finance Director, opened the event with a presentation that gave a background to the development of the site and this was followed by group discussions, which were facilitated by our governors.

Feedback from the forum and other events were collected and fed into a Strategic Planning Day held by the Board of Directors in January. The Trust is now developing its estates strategy, which will include the redevelopment of the St Pancras Hospital site.

Kidstime Project won an award and £10,000

A Trust project that supports children and families has won the 'Promoting healthy living through education and training' category in the awards by Health Education North Central and East London. Kidstime received an award and £10,000.

The award recognises education and training of or by the NHS workforce which has helped people to live healthier lives and manage their own wellbeing.

Kidstime is a multi-family project for children and families who are affected by mental illness. It began in 1999 as a response to the lack of attention given

to how children are affected by parental mental illness.

Kidstime was first set up in Camden and Islington in London. The groups meet monthly for 2½ hours after school and may be attended by up to 10 families or more at a time.

Governor Groups: Our new model of working

In partnership with our governors, C&I has established four new governor working groups to help enable our Council of Governors to represent the interests of members and the wider community in areas of key importance to the trust. Each governor will join one group and will attend four group meetings per year in addition to carrying out their normal duties. Meetings will also be attended by Non-Executive Directors, to help improve accountability and enable feedback to be escalated to the Board where appropriate. In-year progress reports and a Council of Governors' annual feedback report will be published on our website in due course.

The new groups and their purpose have been agreed as below:

Membership Group

To advise and support the work of the Trust in increasing Trust membership and improving member engagement.

St Pancras Site Development Group

To lead the work of the Council of Governors in its engagement with the development of the St Pancras site.

Finance and Business Planning Group

To identify key issues it wishes to address in relation to Trust finances and business planning and to make recommendations to the Trust and the Council of Governors arising from its investigations.

To lead on behalf of the Council of Governors on the examination of significant transactions; the appointment of Trust auditors and to scrutinise the strategic planning of the Trust.

Service User, Staff Experience and Quality

This group will identify key issues it wishes to address which are related to service user and staff experience and the quality of the work of the Trust. It will make recommendations for improvement to the Council of Governors and the Trust arising from its investigations.

If you have a particular interest in any of these areas and would like to ask a question or make a suggestion, you can do so by contacting governors@candi.nhs.uk. Alternatively, you can send your comments or queries via our Freepost address to:

Freepost RTGZ – ZKAY – XGGC
4th floor, East Wing
Camden and Islington NHS Foundation Trust
St. Pancras Hospital
4 St. Pancras Way
LONDON
NW1 0PE

Please remember to state in your message which group you want to contact.

Contacting your governors

Remember that the Council of Governors is here to represent you. If you would like to contact one of your representatives on the Council of Governors, you may do so by emailing

governors@candi.nhs.uk. Alternatively you can submit your query / comments via the online form on our website under the 'Members' tab at **www.candi.nhs.uk**. Your representatives on the Council of Governors are as follows:

Public	Camden
	Dr Zaheer Afridi
	Mr Shahnewaz Ahmed
	Ms Ruth Appleton
	Ms Mala Wijeweera
	Ms Kathryn Southworth

Public	Islington
	Mr David Barry (Lead Governor)
	Mr Henry Okereafor
	Prof Wendy Savage
	Ms Monika Schwartz
	Ms Martha Wiseman
Public	Rest of Central North London
	Ms Saira Nawaz
Service Users	Mr Richard Fletcher
	Mr Mohamed Ismail Ibrahim
	Mr Alasdair Macdougall
	Ms Brenda Williams
Staff	Ms Diana Brown
	Ms Nadia Du Plessis
	Ms Lucy McLean
	Ms Natasha Sloman

Upcoming events

We hope to see you at some of our upcoming events:

Date	Time	Topic	Location	Open to
Running until 10.04.14	Mon - Fri 9am-5pm	LGBT art exhibition 'Loudest Whispers'.	Conference Hall, St Pancras Hospital, 4 St Pancras Way, London NW1 0PE	Everyone
13.03.14	5.30-6.30pm	Membership forum on the Trust's Forward Plans	Conference Hall, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE	Members only
27.03.14	2-4pm	Trust Public Board	Conference Hall, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE	Everyone
24.04.14	2-4pm	Trust Public Board	Conference Hall, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE	Everyone
13.05.14	5-7pm	Council of Governors Meeting	Conference Hall, St Pancras Hospital, 4 St Pancras Way, London, NW1 0PE	Everyone

To confirm your attendance of an event, please email us on **membership@candi.nhs.uk** or call us on **020 3317 3192**