

Aiming for world class crisis care at C&I

"I felt like my head was going to explode. My heart was racing. My head was pounding. I didn't think I would make it!"



Anniversary: Our female-only crisis house at Drayton Park celebrates its 18 year milestone

In his soft Irish accent Adrian describes how he ended up being brought to the Rivers, one of C&I's crisis houses, by our Crisis Resolution Team.

"I like it here," he says, "they're looking after me. I had just split up from my partner and things were getting on top of me, and I was having difficulty dealing with stuff."

Adrian suffers from bipolar disorder, where enormous, prolonged mood swings can affect how you feel and how you relate to your friends, family and the people around you.

Katie Clayton is the Crisis House Operational Manager. "People usually come to stay with us for between seven and 14 days," she says. "People use our crisis houses when they feel like they can't cope. We offer them an alternative to psychiatric hospital. They prefer the environment here because it's homelier. It puts them more at ease."

C&I runs three Crisis Houses - the Rivers and Daleham Gardens in Camden, and Drayton Park in Islington.

Dr. David Osborn, clinical academic and Consultant Psychiatrist at University College London and at C&I helped develop our crisis house model of care. He says, "Our aim is to try and give people back their independence. When they

stay with us they have access to lots of activities as part of their day programme such as badminton, cooking or acupuncture. They can also have creative therapies and be part of peer support groups which help people to cope with difficult feelings and experiences."

C&I's latest house to launch, thanks to funding from Camden Clinical Commissioning Group, has been the Rivers.

The Rivers was opened by Clarke Carlisle, former footballer and now sports commentator.

"I had a right knee reconstruction and I was told that I wouldn't be able to walk again. As a young man of 21 with a football career in front of me, I couldn't cope. I got depressed and it affected me terribly. I almost took my own life. Having a centre like this is important to give people help and hope, and to keep them feeling safe when they are going through a crisis."

David Osborn added, "We admit people when they are feeling very unwell, perhaps wanting to harm themselves, or feeling very agitated, depressed, anxious or even paranoid. We find a range of treatments which we can give in a safe reassuring environment, to help the person feel stronger and able to cope with their symptoms and problems."

"In fact our model of care is world-leading," he says. Easy access to day programmes through our Recovery Centre combined with our crisis house and crisis resolution teams working so closely together means we can act quickly when someone is starting to have a problem. Often, the more quickly you act, the quicker the issue can be resolved.

"Colleagues from other Trusts as well as healthcare professionals from around the world have come to look at the way we do things here to see if they can emulate it in their own organisations and communities, which is a great accolade for us."

C&I has also made sure that its newest crisis house has a "homely-hotel" feel to it. "All our rooms are new and are en-suite," says Katie, "we even brought in prestige hotel chain the Red Carnation Hotel Group to train staff in the art of customer relations to give our service users the very best welcome and experience."

"They told us it was about remembering the detail, like memorising people's names and what they like to do. It's the little things, staying professional but being warm, which make the difference. And it ties in particularly well with our C&I values too."



International visitors: Mongolian politicians visit Daleham Gardens to learn about crisis care

AppNoPhobia: The virtual spider curing arachnophobia



If you run a mile when you see a creepy crawly spider then help is at hand.

One of C&I's doctors has come up with a smart way of treating arachnophobia, the fear of spiders.

Dr Jose Fonseca, a Psychiatrist who was at our Ageing and Mental Health Services at Mercers Road, has developed a smartphone and tablet app with colleague and arachnophobe, Dr Russell Green.

"The reaction from patients using our new app has been fantastic," says Dr Fonseca. "The app is based on Cognitive Behavioural Therapy. Basically we use a series of games featuring a virtual spider. It starts off looking quite cute and cartoon-like and as the patient progresses through the program the spider begins to look more and more realistic." **Continued on page 4**



Crisis house kick off: Former professional footballer turned pundit Clarke Carlisle opens the Rivers Crisis House



CEO Wendy Wallace

Message from the Chief Executive

I really hope you enjoy reading our new Trust paper, C&I News. Our old magazine used to go to our Foundation Trust members but we want our new newspaper to have a much wider reach.

C&I News has been designed with you in mind. We want it to be interesting, informative and fun. We want it to be about you, whether you're a service user, a member of staff, or one of our friends in the community. We want to give you a better understanding of what we do, how we do it and how you can become involved as we endeavour to provide ever better care.

Our newspaper will host a range of stories about our patients. In each edition we will have regular features on understanding mental health issues. We will take a behind the scenes look at our teams and services, we will trawl through our historical archives, and on the back page we've even left space for a "Bit of Fun" for you, your family and your friends.

I hope you will support our service users who have shared their stories with us and I also hope you will feel proud of our staff as they try to provide the best care possible. Whether they are our art therapists, our researchers, our admin staff, or our army of cleaners and estates' teams, they all help make C&I a wonderful place to work, and also a great place to receive superb quality, innovative care.

Getting the quality of our care right is a priority for us. We aim to get it right every time, but we know that sometimes we don't. So please, if you think we could do better, do get in touch with me chief.executive@candi.nhs.uk or get in touch with our Advice and Complaints team at feedback@candi.nhs.uk. We want to hear what you think about our services and my promise to you is that we will act on what you tell us.

Of course, the majority of times we provide brilliant care and we would love to hear your experience of that too, as we like to let staff know when they have performed well. Let us know the good (as well as the bad) at either of the above e-mail addresses.

And one last thing, I would like to thank everyone who took part recently in our Care Quality Commission visit. I am pleased that we helped the inspectors who visited to get a real view of what we do here at C&I.

My Story...

Scared, depressed but not alone

When Maudlyne Vidal first realised something was wrong she was scared. She thought she would have to conquer depression on her own.

But after joining group sessions at C&I's Camden Mews Day Hospital, Maudlyne knew she wouldn't be alone in her road to recovery.

"I overdosed on paracetamol following trouble with diverticulitis, and I started suffering from quite bad side effects which caused me to get depressed," says Maudlyne.

"I felt there was a shadow hanging over me. I could never see the good. Everything was too much effort."

Maudlyne admits she was apprehensive at first about receiving treatment, though she quickly warmed to the sessions and felt able to address her feelings in a reassuring environment.

Maudlyne was seen by one of C&I's teams which works within the community to provide a recovery service for older people.

"I was put onto the crisis team and they booked me onto the sessions and I used to go there twice a week.

"At first I was a bit apprehensive, you walk in and think, 'This isn't me'. But one of the helpers would sit with me for a while and it would help to talk about things. I first looked around and I felt like, 'What am I doing here?'.

"But when I got into the quiet room and everyone started talking, I realised I was not the only one going through this."

"In the room everyone talked about what they were going through."

The service at Camden Mews provides a range of activities for people to engage with including art therapy and exercising. Maudlyne was delighted to find she would leave the sessions feeling like she was a valued and a "needed" part of the community.

She exclaims, "On Monday there was one-to-one art therapy, we would have exercise and talk. Friday we would have art – that helped – then music. It made me feel really good and really needed."

"I was suffering from depression which I am trying to conquer now. The worst part is the panic attacks. It was nice to talk about them."

Maudlyne was grateful to the staff at the centre who helped her during the difficult period.



She adds, "I would definitely recommend the service for other people who are going through the same thing. There were certain days I would look at someone else and let them know we are not the only ones."

Camden Mews Day Hospital provides an alternative to hospital admission and supports early discharge from hospital for older people.



When I got into the quiet room and everyone started talking, I realised I was not the only one going through this



Camden Mews service: The team's expertise in art therapies and exercising helped Maudlyne recover

You're welcome at C&I

Welcoming is the first of our six values here at C&I and giving you a great welcome is what you should expect from us.

Our values state: "We are Welcoming, Respectful and Kind. We are Professional in our approach and Positive in our outlook. Working as a team, we are your partner in care and improvement."

Our values matter to us because it's the way we behave not only to colleagues but also to our service users and our partners in the community.

Welcoming is the first of our values and we like to guarantee a warm welcome at all of our sites.

Ravinder Chana, Assistant Practitioner at The Peckwater Centre in Camden, which is one of our



Warm welcome: Memory Services Team

Memory Services, explains they provide teas and biscuits during sessions to make people feel welcome.

"The memory service runs a cognitive stimulation therapy which is led by an assistant psychologist. To help develop a relaxed atmosphere we provide home comforts like teas, coffees and biscuits during the sessions. Everybody has name badges, as well as the facilitators, and during the orientation those who are taking part will go around the table and introduce themselves. This isn't a formality, it just helps create familiarity. It's a welcome into the group, so everyone feels valued," she says.

Back from the brink: Fighting the drink

It's no exaggeration to say that Lucy has turned her life around. Now a trained Art Psychotherapist, six years ago it was a very different story.

Lucy was an alcoholic.



Recovery: Lucy is proud to be living a life without alcohol

Breakfast used to be a bottle of wine with a few Cheerios. And that was just for starters. Another two bottles would follow, at least. In fact the 35-year-old used to carry on drinking all day and would regularly just black out.

"It was a nightmare – horrible, terrible. I just couldn't stop. I had tried to quit drinking before, but it was the team here in Islington that helped me give it up for good."

Lucy was referred to C&I's Substance Misuse Service (SMS). With a team of more than 80 staff across both Camden and Islington, they were able to help Lucy, with a service almost on her doorstep.

"We need to be local, within easy reach of people's homes. The people who come to us can be quite marginalised in the community," explains Rae Dowds, Service Manager for Islington's Specialist Alcohol and Drugs Service.

"We can get between 30 and 40 people a day coming through our doors.



Rae Dowds

We offer them something special. Many of our clients have complex mental health and social care needs which can't be dealt with by other services. While we work closely with



Dr Paramabandhu Groves

other organisations in the area most other services aren't able to deal with clients with very particular mental health needs."

It's this speciality which makes C&I's Substance Misuse Service so important for people wanting to turn their lives around.

"They taught me to look at the world differently," says Lucy. "They made me realise I could take control and that the drink wasn't ruling my life."

Dr Paramabandhu Groves is a Consultant Psychiatrist at C&I. "What we try to do is to change people's attitudes to drink. We can do that in a number of ways including Cognitive Behavioural Therapy and Motivational Interviewing.

"We ask our clients why they drink, what are their drivers. We ask what they enjoy about it, and what they don't. And invariably it's the realisation of the downsides that helps them to quit and take control."

And that is what helped Lucy, "I drank pretty much non-stop for 20 years and I tried to hide it from everyone.

"Most mornings I had the shakes and vomited, and the only thing that stopped

me shaking was having another drink, so it was bad. People think you're drunk, you're happy, but it was hell. I started to turn yellow and my doctor told me I was within months of liver failure. I could've died."

And Lucy isn't alone. It's estimated in Islington there are 5,000 dependent drinkers, with around 30,000 residents drinking what is classified as hazardous amounts. These shocking figures are borne out by the fact that both alcohol related deaths and hospital admissions locally are way higher than national and regional averages.

"People drink for a host of reasons, and it's surprisingly easy to become addicted," says Dr Liz McGrath, Borough Lead Clinical Psychologist for Islington SMS.

"People drink to relax after a hard day's work. They drink to relieve tension, to make themselves a bit more social at a party, to stop feeling depressed or to suppress a painful memory. But this can become a problem. The body and brain begins to need the alcohol in order to relax, or reduce anxiety, so you drink more frequently. As you drink more frequently you also start to drink a larger amount to get the same effect, so it's a vicious circle, a circle that we are here to break.

"If people drink to reduce a mental health problem like depression then they have to seek help. Drinking excessively actually causes depression so people's drinking can quickly spiral out of control."



Dr Liz McGrath

C&I offers a host of alcohol and drugs services.

"We provide an extensive range of treatments," explains Dr Groves, "We deal with people who have mental health problems in addition to drink and

drugs issues. They can suffer from post-traumatic stress disorder, schizophrenia, bipolar disorder, or they may hallucinate, have delusions, anxiety, or depression.

"We provide people with a package of care in an outpatient arena. We help them beat the bottle and prevent relapse. We give them strategies to deal with the crunch times when they want to neck a few drinks because they are on a downer, had a row or bowing to peer pressure.



Most mornings I had the shakes and vomited, and the only thing that stopped me shaking was having another drink, so it was bad

"We also provide medical treatments which can help people stay off the drink too, as well as helping people to change their own behaviour. We even offer mindfulness and acupuncture in our newly refurbished site."

Lucy freely admits that without the treatment she received from the team she wouldn't be where she is today.

"What really helped was the team listened to me. They didn't just help me stop drinking, they helped me understand why I was drinking in the first place. They helped me understand and control the triggers that made me want to drink, and that made a real difference."

FACTS

- Excessive drinking increases risks of high blood pressure, diabetes, and some cancers
- Heavy drinking interferes with neurotransmitters in our brains that are needed for good mental health
- Men shouldn't drink more than 3-4 units a day, women shouldn't drink over 2-3 units

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App treats phobia

The app, called Phobia Free, uses a technique called systematic desensitisation. It's a method which slowly exposes sufferers to the object of their phobia, so they get more used to it.

"I freaked out at first," says Melissa who has already taken part in the treatment, "but it really works. It's incredibly realistic. I couldn't even bear to be in the same room as a spider and now after going through the programme I don't turn into an Olympic sprinter every time I see one, which is progress as far as I am concerned."

Dr Fonseca developed the arachnophobia app with a grant he received from Nominat Trust.

"This is a new way of treating people with phobias," he explains, "We make you better by entertaining you. Early tasks include helping to rescue the cute spider from the bath or helping it escape from a vacuum cleaner."

"Once the patient can cope with that then we ramp it up until a virtual life-like spider is crawling on their hand."

This virtual therapy works just as well as clinical therapy and has proved successful, even with Dr Fonseca's colleague and app co-creator Russell Green. Dr Green can now let a spider crawl over his hand for the first time in years.

The two doctors are now working on an app to help people who are afraid of open places or crowds (agoraphobia).



Dr Fonseca: Spiderman



This is a new way of treating people with phobias

Breaking barriers in research

The link between Down's syndrome and Alzheimer's disease

C&I has many clinicians and researchers who contribute to giving our organisation a formidable reputation internationally for innovation, research and development.

"Almost a quarter of our medical consultant workforce are professors and 25% of our medical consultants are university academics," says C&I's Medical Director, Dr Sylvia Tang. "We also have a strong track record in psychology research, led by three Professors of Psychology. And I'm pleased to say we have growing research credentials in the nursing and, more recently, social care fields too."

Professor Gill Livingston, Consultant Psychiatrist at C&I and Professor of Psychiatry of Older People at University College London explains, "Our strong background in R&D gives us the opportunity to provide our patients with some of the most innovative and evidence based

treatment in the country. It means we can develop and implement new models of care which is good news for our service users."

For example, C&I is the lead site for an important study that is examining the link between Down's syndrome and Alzheimer's disease.

Adults with Down's syndrome have a much greater risk of developing Alzheimer's disease than the general population, with it often occurring at an earlier age. The study aims to explore the cognitive, genetic and cellular factors underlying why this might happen.

Around 20 sites in England are now taking part in the LonDownS research study (London Down

Syndrome Consortium) and 70 people suffering from Down's syndrome have already been assessed as part of the study.

Paul Moss (pictured below) took part in the study which is supported by C&I's partners in the Mental Health Research Network and also the Noclor Research Support Service, an organisation which supports high quality research in mental health in Trusts across London.

"I really hope that by taking part we find the reason why people with Down's might have a greater chance of getting Alzheimer's," says Paul.

It's hoped by finding the connection between both conditions, doctors might be able to find a treatment.



Adults with Down's syndrome have a much greater risk of developing Alzheimer's disease than the general population



Paul Moss: Proud of helping a worthy cause

News in brief

Code of conduct launch

C&I has launched its new code of conduct for Non Professionally Qualified Band 2 – 7 staff.

C&I already has codes of conduct for governors, directors and managers, while professionally registered staff are subject to their own direction from their respective professional bodies.

The codes further strengthen our adherence to the Francis Report recommendations which include: a common culture shared by all in the service of putting the patient first; a set of fundamental standards, easily understood and accepted by patients; and openness, transparency and candour throughout the system about matters of concern.



Code of conduct: Putting the patient first



Boris Johnson backs C&I's nurse petition to help the homeless

Harriet Wells, one of C&I's nurses, has hit the headlines after starting a successful petition to get rid of street spikes.

Harriet, who works at the North Camden Crisis Team, was horrified to see images of two-inch spikes on Southwark Bridge Road. The spikes deter homeless people from sleeping in particular areas.

She said, "The photo that came up on Twitter at Southwark Bridge Road was so barbaric and brutal. It was so inhumane, so I set up a petition to ban the spikes across London and the UK."

Harriet was astounded with the response to her petition, which has gathered more than 132,000 signatures and was even supported by London's Mayor Boris Johnson who said, "Spikes outside Southwark housing development to deter rough sleeping are ugly, self-defeating and stupid."

They have since been removed.



Removed: The spikes that sparked the campaign

Spotlight: OCD

“I used to check the doors, the windows, and the oven. I’d then check them again. And again!”

John didn’t realise he had anything wrong with him until one day his girlfriend was watching an OCD (Obsessive Compulsive Disorder) story line on *Hollyoaks* and she later turned to him and said, “You do that. You do exactly what he is doing!”

The Channel 4 episode prompted John - who can remember having the condition from age 10 - to consult a doctor and he was eventually fast-tracked for Cognitive Behavioural Therapy (CBT) at Camden and Islington NHS Foundation Trust (C&I).

He explains, “My girlfriend saw somebody in *Hollyoaks* with OCD. I didn’t see it myself but I think it was when Cameron Clark (played by Ben Gerrard) had it in 2005. She noticed that he was checking things just like I was.

“It took me a while to decide that I actually had a problem which needed outside help. It was starting to take over my life. I repeatedly checked everything, windows, doors, ovens. It was a strange thing to be doing but no one told me it was something you could solve. In my mind it was something I did because I didn’t want bad things to happen. I just thought I was being conscientious and if I didn’t do it then something terrible would happen.”

John believes one of the biggest challenges is raising awareness of what OCD is since the term can be overused when somebody is being pedantic about an issue.

He says, “It can be used as a catch-all for people who want to put pens straight on the desk, but you wouldn’t associate it with anxiety.”

C&I Clinical Psychologist, Helen Page,

admits it is often difficult to recognise OCD because the symptoms can vary.

“There’s often a stereotype that sufferers will be keeping things orderly or excessively washing their hands, however OCD can present in many different ways. People might have obsessional concerns about harm coming to themselves or others and it becomes difficult not to think about these concerns constantly. People therefore find themselves taking excessive precautions such as continually checking or seeking reassurance,” she says.

“OCD can also present as intrusive thoughts which the person feels very worried by. They might be thoughts that he or she doesn’t want to have or act on, for example thoughts of harming someone, which they then try to avoid or control.

“It might not always be obvious that someone has OCD as they might have a lot of rituals that they do in their mind, but don’t do physically.”

John admits he tried to internalise the problem so it wouldn’t affect those around him. He explains, “It was stressful for my girlfriend because she saw how distressing it was for me. Someone would say to me, ‘Why do you keep checking the door?’ and it would become more stressful and I would do it more. I would do all the checks and when I left the house there was a sense of nervousness.”

Laura Cole, Senior Psychological Wellbeing Practitioner at C&I, insists guilt or a sense of shame can often force people to keep it to themselves.

She explains, “Although OCD is considered to be the fourth most



Getting help: John discovered he had OCD



Mutual understanding: Libby Watson explains how CBT can help

common mental disorder, people may feel very much alone with their difficulties and internalise the problem. People may feel ashamed, a sense of guilt or too afraid to seek support.”

John overcame his problem after having CBT and was delighted to find the technique helped give him an understanding of how the mind works.

Our Chartered Clinical Psychologist Libby Watson says CBT involves the therapist and client working together. Together they help understand and challenge the unhelpful thoughts which the sufferer is experiencing.

She explains, “Assessment will help determine whether CBT ‘fits’ with a person’s difficulties and willingness to work on the problem. Therapy will begin by developing a shared understanding between client and therapist of ‘the problem’: from where it may have stemmed; its onset and course; things that make it better or worse – with a particular focus on beliefs and coping strategies that in the short-term the person may be using to reduce distress, but in the long-term may actually be maintaining it.

“The therapist and the client devise experiments to help ‘test out’ unhelpful beliefs and feared predictions, and encourage the person to face their fears in a graded manner. In OCD this tends to take the form of Exposure and Response Prevention. For example, if someone washes their hands excessively, you might ‘expose’ them to something

considered dirty and support the person to sit with the anxiety/discomfort instead of responding in their usual way (i.e. washing their hands). This is done in stages, starting with least anxiety-provoking situations which act as building blocks for confronting more challenging situations.”

If you would like to know more about OCD then please go to C&I’s www.icope.nhs.uk website or ask your GP about our services.

OCD is considered to be the fourth most common mental disorder



Laura Cole: Psychological Wellbeing Practitioner

C&I’s silver screen debut

C&I was delighted to welcome Simon Pegg and his film crew onto the St Pancras Hospital (SPH) site recently.

The British comedy actor was filming a scene from his new movie *Absolutely Anything* at SPH. Simon along with co-stars Kate Beckinsale, Eddie Izzard and John Cleese star in the film which was directed by Python stalwart Terry Jones.

The film is about a disillusioned school teacher (Pegg) who suddenly finds he has the ability to do anything he wishes, a challenge bestowed upon him by a group of power-crazed aliens (led by Cleese). After he faces mishap after mishap he calls upon his loyal canine companion Dennis to help him along the way.

The comedy is due to be released in spring 2015.



Dennis and Simon Pegg / Photographer: Giles Keyte



Doctor, Doctor. Book please!

In partnership with Camden and Islington libraries, C&I’s Psychological Service iCope has started a scheme called Books on Prescription.

Local libraries are stocking specially selected self-help books on a range of topics including managing stress, worry, low self-esteem, sleep problems and bereavement. There’s good evidence that books can help people who have emotional difficulties.

You can get a book ‘prescription’ from your GP or from iCope staff, which you can then take to the library. They will then exchange it for a free book loan (you don’t need to be a member of the library).

A full list of recommended books can be found on www.icope.nhs.uk.

Inspirational woman



Dr Rees (centre) with C&I CEO Wendy Wallace (left) and C&I's Rebecca Minton

Dr Melinda Rees, Consultant Clinical Psychologist has received a high-profile accolade from the national Health Service Journal. The C&I Psychologist has been named as one of the 50 most inspirational women in healthcare 2014 for innovative clinical leadership.

Bloomin' lovely: C&I is Top of the Pots

C&I works on the small things for making others feel welcome like providing spaces for people to relax.

Highgate Mental Health Centre made it into the top three positions for Large Garden Displays and Containers and Hanging Baskets Display, during the Hospital Gardens Competition, governed by The London Garden Society.

The Trust worked closely with Balfour Beatty Workforce (BBW) - now Cofely - to help transform the centre into a colourful and warm site for both clients and visitors to help make them feel comfortable.

Back to college

If you've got a problem with hoarding, assertiveness or even getting a good night's sleep then Camden and Islington's new Recovery College may have the course for you.

Opening in autumn the College is a new venture being run jointly by service users and staff.

All of the courses provided at the college are designed to contribute towards wellbeing and recovery. People who face mental health or physical health challenges teach on the courses with the intention of inspiring hope and the principles of recovery.

The college will help students gain skills, knowledge and so rebuild their lives in a non-stigmatising environment.

A Recovery College Resource Centre will be based on the St Pancras Hospital site and will offer a small library, computers for research and a place for study. Courses will take place in the community.

The courses are open to patients, carers and staff and if you're interested in enrolling or even delivering a course then contact recovery.college@candi.nhs.uk.



60 Seconds with...

Paul Calaminus

C&I's Chief Operating Officer



Paul Calaminus

Paul, when did you join?

I joined C&I in January 2013, though I have worked in mental health services management since 1997. Before I joined this Trust I was a Service Director at South London and Maudsley NHS Foundation Trust for six years.

So, what does a Chief Operating Officer actually do?

Very simply, I am responsible for the daily operation of C&I. I am responsible for the operational management of Trust services. I spend a lot of my time talking to people so we can improve the services that we provide. I deal with the challenges they're facing and recognise what they are doing, so as a team, we can make things better for our patients. I report to the Chief Executive Wendy Wallace.

Sounds like you're pretty busy?

Yes, you could say that. I think the worst part of the job is juggling the capacity and demand of the job, while the best part is being able to actually get out there and meet the teams.

How would you like to see things improve?

I would like to see us move towards being a recovery-focussed organisation. I believe it is so important that we are about maintaining optimism and hope, where people have different, complex and chronic problems.

Have you always wanted to work in the NHS?

Very simply, yes, though I did flirt with the idea of doing law or banking for a while! But I joined the NHS Management training scheme and have been extremely happy. A lot of my family have been

in the health service, and the NHS offers a broad range of management responsibilities. Very few organisations would give a high level of responsibility to a 21 year old, but I am glad they did, and still do, as it gives a great grounding in the NHS and how it works.

You mentioned law and banking, anything else that took your fancy?

Well I enjoy playing rugby and do plenty of exercise over the weekend, as I am careful to look after my own mental health.

But as to what I wanted to be when I was younger, there was something... but I can't remember what it is now, you'll have to ask my mum!

Saying that, if I could enter another profession, I would be a ski instructor. It's something I've done since I was young and luckily I've not had any accidents... so far.

A word from one of our MPs

MP Jeremy Corbyn, Islington North



“Getting a mental health problem can happen to anyone; we all know people who have had problems or are currently going through them. This applies in Parliament, just as much as in any other work place or community.

“We have to make our community both more aware of mental health issues and more accepting of those who are going through a crisis, or have had one. There are many causes of mental health issues but I am sure amongst the contributory factors are isolation, stress and low self-esteem. Therefore we need to develop a stronger sense of community and reduce housing, financial and employment stress.

“We have some great local services and brilliant user groups. The user groups should be listened to and our drop-in services are vital. They are a gateway to more intense services or a welcome oasis for those who are recovering to know there is a place they can go, be welcomed and supported.

“Young people often find it most difficult to discuss these issues and feel their peers are over judgemental. Consequently deeper isolation can follow.

“In my advice bureau work as a local MP I regularly talk to people who are going through very stressful situations, often as a result of poor housing and security, who need help and support. Sometimes they are not quite sure how to access the services they need, so it is up to all of us to help with sympathy, support, and information.”

Help shape the future of our Trust

If you work for C&I, are treated by us or live in our catchment area then you may be able to become a member of our Foundation Trust.

If you become a member, you can help shape the future of the Trust and the services we provide.

You will receive this quarterly newsletter (either in your inbox or through the post) and will be invited to a series of events and Medicine for Members events (see page 8), as well as our Family Fun Open Days and Annual Members' Meetings.

Importantly, you will be able to vote and/or stand as a candidate in our Council of Governor elections.

Feedback on our plans

Recently our members gave their views and feedback on our proposed forward plans, for example, on easier access to services, reduced waiting times, improving the physical healthcare of service users and

improving transparency. We received 124 completed questionnaires and 33 of you attended our members' forum meeting. Thank you.

In response to our questionnaire, we were pleased to see that 66% of you said you were in favour of our proposals. Around 27% of you neither agreed nor disagreed with the plans, mainly citing a lack of detail as the reason for your response. Only nine respondents (i.e. 7%) either disagreed or strongly disagreed with the plans.

Attendees of the meeting were also broadly in favour of the proposals, though there was a healthy degree of discussion and challenge around the implications for particular sites and services as well as suggestions for additional services.

A summary of findings was reviewed by the Council of Governors and our Board of Directors. All of whom were satisfied with the level of support for the plans.

We will take forward your feedback on the level of details provided.

If you would like to find out more about our plans or would like to receive further detail on the feedback we received then please contact Jonathan Fisher on jonathan.fisher@candi.nhs.uk or 020 3317 3192.



66% of you said you were in favour of our proposals

Thank you again for your feedback and please look out for more opportunities to have your say in future editions of C&I news.

Some of the reasons you gave for supporting our proposed plans

"As a patient I received very good care at the hospital. Further improvement will make services provided excellent"

- Service User

"The proposals are good but it is important to make sure they are put into practice and carried out"

- Carer

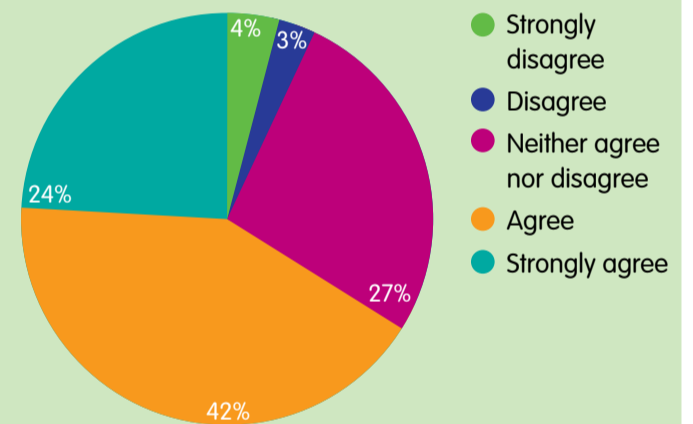
"All the changes seem like they will affect a lot of people in a positive way. The changes are not for just one segment of society and it seems that there is a change that will benefit lots of different people which is good. Extended opening times is so helpful for working people"

- Member of the public

"It has been a democratic process which may improve the quality of services offered to the population."

- Member of staff

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Response method	Hard copy	0	2	13	18	10
	Online	5	2	20	34	20
Relationship to trust	Service user	1	2	12	11	6
	Carer	1	0	2	2	0
	C&I staff	2	2	12	25	12
	General public	1	0	6	11	8
	Other	0	0	1	3	4
All respondents		5	4	33	52	30



Do you fancy becoming a Governor?

The Council of Governors is a largely elected body, with a number of statutory duties set out in the 2006 and 2012 NHS Acts. It performs a pivotal role in providing accountability to the Trust members and stakeholders.

Between July and October we will be having Governor by-elections in our staff and service user constituencies.

We're looking for two service user Governors and one staff Governor, so if you fit the criteria get in touch.

To nominate yourself as a candidate you will need to complete a nomination form and return this along with your candidate statement and photo to Electoral Reform Services, an independent organisation.

Nominations open on 15 July 2014 and close at 5pm on 12 August 2014.

How do I find out more?

We'll be holding an information session on the role of Foundation Trust Governors at 5.30pm on 29 July in Conference Room 4, 1st Floor, West Wing at St Pancras Hospital, 4 St Pancras Way, NW1 0PE.

Our Chair and Chief Executive will be there along with existing Governors. They'll be able to tell you about the work of the Council of Governors and answer any questions you may have.

If you wish to attend please contact trust.secretary@candi.nhs.uk or call 020 3317 3192. If you are not able to attend but still wish to find out more, please contact Jonathan Fisher on jonathan.fisher@candi.nhs.uk / 020 3317 3192 or visit the Trust website. To contact a Governor, please email governors@candi.nhs.uk.



David Barry

Lead Governor, David Barry tells us why being a Governor is important

"Governors matter for a very simple reason," explains David. "By law some decisions made by the Trust can only be made if the Governors agree, such as appointing the Chair and the Non-Executive Directors. The work we do is important and interesting."

"The Council of Governors is also a forum through which lots of different issues can be raised. We recently passed a resolution urging certain improvements in the food at the hospital. When the recent CQC inspection happened Governors were interviewed at length by the inspectors. We also take part in various working groups. I am also on a group concerned with the plans for the re-development of the St Pancras site."

Why did you become a Governor?

"I have experience of mental health issues really close to home, in my family. I was spurred on to stand for election, because I obviously have some experience of such things."

What's it like being the Lead Governor?

"It's fun. We do good work, but more needs to be done and we need good Governors to help us do it. So if you're interested in applying then please do."

Governor by-elections

Notice of election / nominations open **Tuesday, 15 July 2014**

Deadline for nominations **5pm, Tuesday, 12 Aug 2014**

Voting packs despatched **Thursday, 4 Sept 2014**

Closing date for receipt of votes **5pm, Monday, 29 Sept 2014**

Notification of results to the Trust **Tuesday, 30 Sept 2014**

Results of the election will be published on the Trust website once candidates have all been notified. New Governors will begin their terms following the Annual Members' Meeting on Thursday 16 October 2014.



We're looking for two service user Governors and one staff Governor, so if you fit the criteria get in touch

Our Fun Page...

This is our quiz and history page. Please feel free to test your general knowledge, and pit your wits in our word search and Sudoku puzzles.

C&I News Quiz

A mix of general knowledge and nuggets of information found in your C&I newspaper (general knowledge solutions only below).

- Which celebrity opened our Rivers Crisis House?
- Respectful, kind, professional, positive and working as a team are five of our six values. What is the sixth value?
- What's the most common treatment for OCD?
- Florence Nightingale has gone down in history as the Lady of the Lamp. Which DIY tool was she actually associated with?
- Keeping on an historical theme which Scottish King united England and Scotland and when?
- Another Scotsman, James Bond is currently played by Daniel Craig. Can you name the last four 007 films in order of release date?
- Where were the 2000 Olympic Games held?
- Who performed the first human heart transplant in Cape Town in December 1969?
- How much water does a typical cloud such as a small cumulus hold?
- Footballer Ronaldinho was born in which year in which country.
- In the old cartoon Roobarb and Custard, what colour and what animal was Roobarb?
- Can you name, in order, the twelve actors who have played Dr Who on TV from 1963 until the present day, including his latest reincarnation?
- Who wrote the book The Strange Case of Dr Jekyll and Mr Hyde?

Summer Word Search

Find and circle all of the summer words that are hidden in the grid.

P	O	P	S	I	C	L	E	A	X	N	I	P	C	D
I	T	E	B	W	E	E	T	G	J	O	I	D	X	U
C	N	N	J	W	I	K	U	A	U	L	C	B	W	O
N	B	G	L	I	I	M	V	T	L	E	E	A	T	S
I	U	C	B	G	J	H	S	A	Y	M	C	R	E	T
C	E	F	E	I	P	I	B	U	R	R	R	B	X	R
Z	U	G	A	R	D	E	N	T	I	E	E	E	T	A
I	K	E	C	E	S	U	N	O	I	T	A	C	A	V
X	Z	L	H	A	U	G	U	S	T	A	M	U	O	E
S	X	S	B	Y	M	K	O	O	R	W	K	E	Y	L
E	M	F	D	I	F	P	R	D	A	V	I	Y	S	R
M	N	Y	N	R	F	M	I	E	T	E	M	K	L	L
S	U	F	P	B	N	U	O	N	I	O	P	L	I	D
H	H	J	M	Y	H	O	K	W	G	R	H	C	W	K
L	U	B	K	G	O	T	S	J	E	C	G	F	K	N

- AUGUST
- BARBECUE
- BASEBALL
- BEACH
- CAMPING
- GARDEN
- HOT DOGS
- ICE CREAM
- JULY
- PICNIC
- POPSICLE
- OUTSIDE
- SUN
- SWIMSUIT
- TRAVEL
- VACATION
- WATERMELON

Sudoku

Sudoku is easy to play and the rules are simple. Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1 through 9.

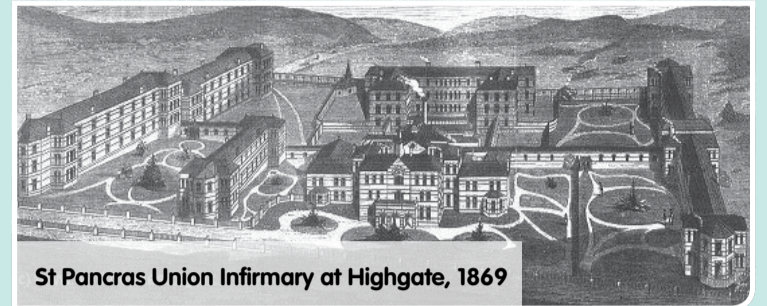
7			3					
	6					9	7	
			9				5	6
5								3
	4							7
2			6	1				
3	1			4				
						5	6	
		7		2				

Quiz Answers: 5. King James VI of Scotland became King James I of England in 1603 when he inherited the throne from Queen Elizabeth I. 6. Die Another Day, Casino Royale, Quantum of Solace, Skyfall. 7. Sydney 8. Dr. Christiaan Barnard 9. 500 tonnes 10. 1980, Brazil 11. A green dog 12. William Hartnell; Patrick Troughton; Jon Pertwee; Tom Baker; Peter Davison; Colin Baker; Sylvester McCoy; Paul McGann; Christopher Eccleston; David Tennant; Matt Smith; Peter Capaldi 13. Robert Louis Stevenson

Sudoku solution #159 can be found at www.puzzles.ca/sudoku.html

Trust's Tales

Firing squads. Hammers. And Spies.



St Pancras Union Infirmary at Highgate, 1869

"I can't stop while there are lives to be saved."

These words were uttered 100 years ago by one of World War One's most famous nurses, Edith Cavell. And we are honoured that this fiercely courageous nurse once used to work at C&I's Highgate Mental Health Centre (HMHC) on Dartmouth Park Hill, before serving at the front.

Miss Cavell worked as a Night Sister at the St Pancras Union Infirmary (the site of HMHC) for three years from 1901. During this time she was the only trained nurse on duty, in charge of over 1500 beds. Miss Cavell went on to help soldiers from both sides in World War 1 before being shot by firing squad as a spy in 1915.

Surprisingly Miss Cavell is not the only famous nurse who features in C&I's history. Florence Nightingale had

advised architects on the design of Cavell's workplace, the St Pancras Union Infirmary, which opened in 1869. She later commented that the infirmary was the "finest metropolitan hospital" she had seen.

Miss Nightingale's compassion in the Crimean War is legendary but it is perhaps less well-known that the moniker 'Lady with the Lamp' was invented by a journalist. She was actually known by the soldiers as the more formidable 'Lady with the Hammer' because she would take it upon herself to break into supply rooms if her patients needed medication! Often medicine was reserved for upper-class soldiers.

Nightingale's involvement with building the St Pancras Union Infirmary at Highgate was

prompted in part by a report in the medical journal 'The Lancet' in 1865. They reported on conditions in the St Pancras Workhouse Infirmary, the site of the modern-day St Pancras Hospital, saying that while some areas were "light and cheerful" others were not.

The Highgate site, one of the first in London to be built on a separate site away from its parent workhouse, was then developed as a more modern hospital taking into account what had been brought to light by the Lancet report.

Next edition of C&I News: The birth of St Pancras Hospital

References: www.workhouses.org.uk/StPancras www.ezitis.myzen.co.uk/index.html

Image Copyright: Peter Higginbotham www.workhouses.org.uk

Medicine for Members: Expert talks

Learning disabilities and mental health

Our Medicine for Members meetings give you an opportunity to hear from C&I's world-class clinicians and from our service users, Governors and members on health and wellbeing.

In the first of this new series of expert talks, Professor Angela Hassiotis, consultant psychiatrist at Camden Learning Disabilities Service and C&I Governor, will be sharing her expertise about learning disabilities.

There are over 1 million people with learning disabilities in the UK but only 1 in 4 are known to services. People with learning disabilities, which includes conditions such as Down's Syndrome, Autism and Cerebral Palsy, can have difficulties managing their day to day lives, face stigma and discrimination and are subject to health inequalities. Come and find out more about these conditions and what help and support is available to improve their emotional and physical wellbeing - all service users, carers, staff and other professionals are welcome.

Monday 29 September

5.30-6.30pm

Conference Hall, St Pancras Hospital, 4 St Pancras Way, NW1 0PE

Refreshments will be provided.

Please confirm your attendance by emailing communications@candi.nhs.uk or calling 020 3317 3088.

Upcoming Trust events

Tuesday 29 July	'Become a Governor' event – 5.30-6.30pm, Room 4, 1st Floor, West Wing at St Pancras Hospital (SPH), 4 St Pancras Way, NW1 0PE
Thursday 31 July	Board of Directors' public meeting – 2.00pm, Conference Centre, SPH
Tuesday 2 September	Council of Governors' Meeting – 5.00-7.00pm, Conference Centre, SPH
Sunday 14 September	C&I Community Fun Day – 11.00am-4.00pm. All welcome. Jubilee Gardens, beside SPH
Thursday 25 September	Board of Directors' public meeting – 2.00pm, Conference Centre, SPH
Monday 29 September	Medicine for Members: Learning disabilities and mental health – 5.30-6.30pm Conference Centre, SPH
Thursday 16 October	Annual Members' Meeting (time to be confirmed) British Library, 96 Euston Rd, NW1 2DB
Wednesday 22 October	C&I Research Showcase 1.30-4.30 pm, Friend's House, 173 Euston Road, NW1 2BJ

Have you got a story?

If you have a story idea for C&I news or would like to give us feedback then please email communications@candi.nhs.uk

or call:

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The editorial team would also like to say a big thank you to all the staff and service users who have helped make this publication possible.