

INSIGHT

winter 2019 edition

*celebrations, awards
and achievements*



Oxford Health
NHS Foundation Trust

Welcome from the chief executive

Welcome to this edition of Insight. I'm pleased to say that the Care Quality Commission (CQC) inspection of our services has again rated this trust as 'good' overall.

It is a credit to our staff that inspectors, at our quality summit, said that this trust and the people in it had all the ingredients to become a truly outstanding organisation.

We saw evidence of that when we held the staff recognition awards in November and you can read more about that in this issue.

Since our last edition, we've celebrated the 70th anniversary of the NHS, culminating in HealthFest in the Autumn, and we've seen some important developments in services across the trust too.

We've launched a new service model for child and adolescent mental health services in Oxfordshire; developed new safe havens for people in mental health crisis in Oxfordshire and in Buckinghamshire; and we've been funded to develop a new learning disability low secure unit at Littlemore.

A further inspection following the CQC's local system review of Oxfordshire has found real progress in health and care organisations working together, particularly in response to winter planning.

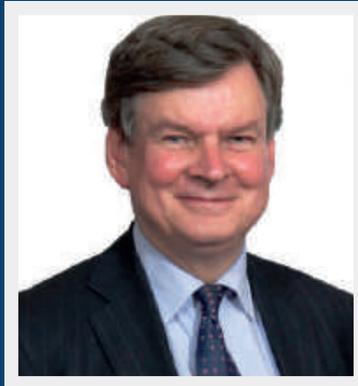
Oxford Healthcare Improvement, our centre to support safety and quality improvement in mental health and community services is now up and running at its new base at Warneford Hospital.

There are some important changes in key personnel.

Ros Alstead OBE, our director of nursing and clinical standards, retired in December and will be succeeded by Marie Crofts this summer.

I'd like to thank Kate Riddle and her colleagues for holding the fort in the meanwhile.

Martin Howell, our trust chairman since 2010, will retire in March. We have appointed David Walker, to become our new chair on



April 1. I would like to sincerely thank Martin for his nine years of leading our Board and his considerable contribution to developing and strengthening our organisation.

Workforce issues remain a priority for us.

There have been some exciting developments in recruiting and training new peer support workers in mental health; in

expanding the role of apprenticeships across the trust; and in establishing an ambitious programme of training for nurse associates.

We recognise too how essential supporting everybody across our organisation is and, in response to the staff survey, there'll be some important new staff support resources available later this year.

Healthcare is something we do together. I'd like to express our gratitude to all of you for the many ways you support health services, whether as staff, patient, carer, member, governor, volunteer, or member of the public. Thank you.

Stuart Bell CBE

Chief Executive

Insight

Contribute to *Insight*

Would you like a colleague or team to feature in *Insight* or do you have an interesting story that you'd like to share?

Please send any ideas to **communications.team@oxfordhealth.nhs.uk**

The deadline for the next edition of *Insight* is May 30.

Insight is the newsletter of Oxford Health NHS Foundation Trust, providing news and updates to our staff, patients, service users and carers, GPs and the public.

New chairman to join the trust



A warm welcome

Chairman of Oxford Health Martin Howell said: "Knowing that I am completing my third and final term as chairman, in line with our constitution, I am pleased to be able to welcome a successor who brings considerable board level experience to Oxford Health. I am confident that David has the leadership and skills to guide our organisation and I wish him every success in his future role."

David Walker is set to become the next chairman of Oxford Health NHS Foundation Trust when the current incumbent Martin Howell, who has served since 2010, completes his final term of office at the end of March.

David will start attending our Board meetings this month (January) to ensure a smooth transition before taking up his

appointment on April 1, 2019. He is currently deputy chairman of Central and North West London NHS Foundation Trust and is also a member of the Centre for Mental Health's Commission for Equality in Mental Health. His professional career spans journalism, research, marketing and public affairs.

Benefiting the people we serve

In response to the appointment by our Council of Governors, David said: "The NHS faces some great challenges and opportunities, not least here in Oxfordshire, Buckinghamshire, Wiltshire and BANES.

"I'm really looking forward to taking up my new role and know that Oxford Health will continue to contribute strongly to the

health and care system across our region, and always to the benefit of the people we serve."



I'm really looking forward to taking up my new role and know that Oxford Health will continue to contribute strongly to the health and care system across our region **DAVID WALKER**

Trust is rated 'good' by CQC with praise for staff care and courtesy

The Care Quality Commission (CQC) rated Oxford Health NHS Foundation Trust 'good' in four out of five quality measurements – caring, responsive, well-led, effective and 'requiring improvement' for safe.

This gives Oxford Health an overall rating of 'good' based on weighted scoring across all services inspected. No enforcement notices were issued and the majority of the trust's 16 services were rated 'good' (12), or 'outstanding' (1).

The overall result pulls together ratings from a CQC visit to the trust in March and April 2018 to check the quality of eight core services, with results from previous inspections of eight other community and mental health services. The overall rating of 'good' is unchanged since a CQC inspection in June 2016.

Well-led and caring trust

CQC found that Oxford Health was well-led with skilled,



knowledgeable and experienced management.

Leadership training was widely available to staff and there were good working governance systems.

The trust was responsive to people's needs across services, especially in a crisis, including reducing the need for police involvement in mental health crises.

Patients and staff were able to give feedback. They knew how to raise concerns and there was good learning from incidents and complaints.

Few services had long waiting lists. There was strong team-working across most services.

Care and treatment was well

monitored and findings from this were used to make improvements, so that services were overall effective.

Staff were found to be caring, and noted to be 'treating patients with kindness, courtesy and sensitivity'.

Focus on improving safety

Improvements are required in safety to ensure that across all trust services the same high standards are observed. Seven out of the core 16 mental health and community teams run by the trust have work to do to further improve in this area and plans are under way to address this.

This includes the establishment of a new Healthcare Improvement Centre at the Warneford site in Oxford which is using international best practice and practical expertise to foster improvement skills, for all levels of trust staff.

The centre has a particular focus on safety and quality of care.

Health and social care services are more joined up

Significant work has been done to join up services across Oxfordshire that is already demonstrating improved outcomes for people, according to a follow-up review by the national regulator for health and social care published on January 9.

The Care Quality Commission (CQC) found key improvements had been made eight months into an 18-month action plan that was agreed by Oxfordshire health and social care organisations - including Oxford Health - after an initial review by the CQC in November 2017.

Following the first review, a key priority for system leaders has been to work more closely together to plan and deliver health and social care services, particularly for older people.

Senior managers have used their learning from Winter 2017/18, creating a system approach that has significantly improved joined-up working across NHS and local authority partners.

The CQC report stated: "We saw some practical examples where the improved cross-system relationships had improved outcomes for people. For example, work had been

undertaken to successfully reduce the numbers of people who remained in hospital unnecessarily."

Stuart Bell said: "While there is still work to be done, we have developed stronger relationships with partner organisations and this joined-up approach is having a tangible impact on people's lives.

"Most importantly, all the planning and preparatory work which the CQC recognised in its report has helped our teams across health and social care as they now face their toughest challenge in the heart of winter."



Are services

Safe?	Requires improvement
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

It's our caring staff who made it

Stuart Bell, Oxford Health NHS Foundation Trust chief executive, said: "The CQC has given some very positive messages about the trust over all in this report, and in particular with really good reviews about four of the five domains (caring, safe, effective, responsive, well-led).

"I am very proud of our caring staff for their contribution to delivering and improving our

services before, during and after the CQC inspection.

"We made a major commitment to improving our services back in 2014 and we value the insights that our own efforts, and this recent inspection process, have given us.

"All of this helps our learning and we continue to work together to improve our services to benefit the people we serve."

HealthFest at Warneford

We opened the doors of the historic Warneford Hospital in Oxford in September, welcoming the public to join us for a host of activities at our first ever HealthFest—part of our NHS70 celebrations.

HealthFest aimed to increase awareness in the local community of the services provided by Oxford Health NHS Foundation Trust as well as its partners.

It also sought to help reduce stigma associated with mental health by inviting the community behind the walls of the site to meet our peer supporters, services and visit the beautiful Warneford Meadow and grounds.

The event was linked to the Oxford Open Doors weekend and was also supported by Oxford



Save the date

Join us for again
for **HealthFest 2019**
September 14

If you would like to take part
as a volunteer, email us:
volunteering@oxfordhealth.nhs.uk



Contemporary Music and the Oxford Health Charity.

Visitors were able to enjoy more than 40 different exhibitors across the site as well as listen to talks by Dogs for Good and Oxford Friend, watch the newly released Short Films for Mental Health in the Warneford Chapel and attend concerts performed by service users and the OCM.

Members of Oxford Health Foundation Trust were also able to enter a competition for free afternoon tea on the day as a thank you for their continued support, engagement and input into the workings of the Trust.

Julie Pink, Community Involvement Manager, would especially like to thank all those who volunteered on the day and ahead of the event as their support was invaluable. She said: "It gave the event a sense of community and highlighted the amazing work happening across the trust."

To become a member of the trust, be the voice of the public, staff, patients and carers and have a say in how services are developed, see page 25 for details.



Kooth: New online counselling supports young people in Bucks

Young people in Buckinghamshire can now access online counselling service for emotional and mental health support.

Oxford Health, Buckinghamshire County Council and Buckinghamshire Clinical Commissioning Group have commissioned XenZone, provider of online counselling services, to give 11 to 19-year-olds access to professional mental health counsellors through its **Kooth** service.

The service can help avoid the stigma sometimes associated with seeking help.

Exciting opportunity

Eleanor Rowsell, clinical lead for children and adolescent mental health psychological services in Buckinghamshire at Oxford Health, said: "We are excited to be able to offer this service to young people. Kooth is a great way to get support if you don't feel ready contact us directly."

Users can register anonymously on the site, which gives access to drop-in or booked online chats with British Association for Counselling and Psychotherapy certified counsellors, psychotherapists and emotional



wellbeing practitioners.

Accessible, confidential and free

Warren Whyte, cabinet member for children's service for Buckinghamshire County Council, said: "We all know that the emotional well-being of our young people is a growing concern.

"Kooth offers a great way to support those in need."

Dr Sian Roberts, mental health and learning disability clinical director for Buckinghamshire Clinical Commissioning Group, said: "We would encourage any young person, who may be struggling, to visit the Kooth website."

Counselling online

The Kooth site is accessible at any time, via any connected device. The online counselling team is available between midday and 10pm on weekdays and from 6pm until 10pm at weekends. Users are encouraged to identify goals and monitor progress with their counsellor.

Users also have access to moderated peer-to-peer support, forums, self-help materials, discussion groups and a mood journal, where they can record their thoughts and feelings. They can also read and contribute to the Kooth online magazine.

www.xenzone.com/kooth

Have you made your winter plan?

A fresh approach is being taken to tackle the growing pressures of winter across Oxfordshire's health and social care system.

In the first appointment of its kind in the county, Oxfordshire now has a winter director, Tehmeena Ajmal, who will lead a central winter team to reduce seasonal pressures across health and care services.

The team will also work to improve quality and performance of emergency and urgent care in the area.

The Winter Team will ensure all health and care professionals in the county work together to deliver better, responsive and more joined-up services.

Tehmeena was appointed by the chief executives of Oxford Health NHS Foundation Trust, Oxfordshire Clinical Commissioning Group, Oxfordshire County Council and Oxford University Hospitals NHS Foundation Trust.

Tehmeena said: "Our priority is to ensure patients get the best care during winter.



"People most at risk of flu can help us by having a free flu vaccination. This includes people aged over 65, people with a long-term condition such as diabetes or a kidney or heart condition and also pregnant women. Children aged two and three years can have a free nasal spray vaccine from

their GP and school age children will receive the vaccination at school."

GP practices will contact patients eligible for the free flu jab to attend vaccination clinics taking place over the winter months in Oxfordshire. The flu vaccine is an effective way for people to keep well and healthy over winter.

"This new approach, which brings together clinical and community teams, should make a difference.

"But this approach will also rely on people having their own winter plan to help protect from coughs, colds and flu."

A winter plan for family, friends and neighbours

Tehmeena continued: "I would like everyone in Oxfordshire to have a winter plan for themselves and their family, so that they know what they need to do to keep as well as possible, what they can do if they start to get unwell, and how they can look after their elderly neighbour who might not be able to look after themselves.



Extra help with Bucks Safe Haven

People experiencing a mental health crisis can now get to additional out-of-hours support in Buckinghamshire.

Buckinghamshire Mind has recently expanded its Oxford Health NHS Foundation Trust partnership with the launch of Safe Haven support service in Aylesbury.

Safe Haven provides out-of-hours support on Sunday, Monday and Tuesday evenings 6.30pm to

midnight, with the last entry at 11pm.

It is available to service users experiencing mental health crisis who need a safe and supportive environment as an alternative to A&E.

It is staffed by Bucks Mind workers and supported by clinicians from Oxford Health NHS Foundation Trust.

Staff aim to create a supportive setting where service users can

receive emotional support, plan how to keep themselves safe and be signposted to appropriate community based services.

Bucks Safe Haven is not a drop-in service

Call Bucks Safe Haven first to see if they can hold a place for you.

T: 07508 350553

Oxford Haven extends opening times

A service offering a late-night safe space for people experiencing mental health crisis has opened in Manzil Way, off Cowley Road in Oxford.

Oxford Safe Haven offers additional out-of-hours support for adults living with mental illness in Oxfordshire.

The service was launched in March last year by Oxfordshire Mental Health Partnership (OHMP).

Vanessa Odlin, Oxfordshire and West Service Director at Oxford Health NHS Foundation Trust, said: "In partnership we have



Safe Haven on four evenings a week. We know evenings and weekends can be a difficult time for some people living with mental health problems. While there are a number of services that offer access to

NHS care outside 9-5, people living with mental illness tell us they feel best supported in a more informal and less clinical environment." The service is open Friday, Saturday, Sunday and Monday from 6pm to 10pm. Last entry is at 9pm.

Oxfordshire Safe Haven is not a drop-in service

To self-refer to Oxford Safe Haven please call:

T: 01865 903037
M: 07710 092849

been able to open the Oxford

Healthy Minds marks a decade of helping one in 10 adults in Bucks

Over the last 10 years Buckinghamshire Healthy Minds has helped over 50,000 people experiencing difficulties with anxiety, depression or stress; more than one in 10 adults in Buckinghamshire. Healthy Minds was set up as one of the first NHS Improving Access to Psychological Therapies (IAPT) services, bridging the gap for those with common mental health



problems by creating easy access to talking therapies, practical support and employment advice. John Pimm, clinical lead for the Buckinghamshire Psychological Therapies Pathway, said: "There has been an increase over the past 10 years in understanding the importance of mental health. "During this time Healthy Minds

has played a really important role in helping people with anxiety and depression in Bucks to access evidence based treatment. The majority of people who engage with psychological therapy recover and stay well.

"Healthy Minds is actively involved in innovation and research. Work the service has

done on improving recovery rates and helping people manage the emotional side of long term conditions has been used as an example of best practice nationally. In addition to individual face to face, group and telephone therapies Healthy Minds also offers a range of digital therapies. We will soon be launching Skype consultations,

supporting people in the comfort of their own homes, as well as developing other digital innovations such as an app to help people with sleep difficulties.

The service celebrated the day with a lunchtime event for staff and service users, launching their newly refurbished base in High Wycombe.

How to gain access to our talking therapy services

Adults 18 and over can self-refer.

In Oxfordshire call Talking Space Plus on 01865 901222 or fill in an online referral form at www.talkingspaceplus.org.uk

In Bucks call Healthy Minds on 01865 901600, text 'TALK' to 07798 667169 or fill in an online referral form at www.oxfordhealth.nhs.uk/healthyminds.

www.oxfordhealth.nhs.uk

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Staff Recognition Awards 2018



A galaxy of stars from Oxford Health were honoured for their exceptional care, values and performance in the 2018 Staff Recognition Awards.

More than 100 people – nominees, their friends and family, and senior trust executives – attended a special ceremony at the Kassam Stadium in November.

Awards were given in 11 categories celebrating the caring, safe and excellent service being delivered each day by dedicated individuals and teams.

Trust chief executive Stuart Bell CBE told the audience of his gratitude and pride in being part of such an incredible trust family. He said: "I want to thank you all because you



are truly outstanding people. The trust vision says 'outstanding care delivered by outstanding people.' Well, you are all here tonight and anybody who has been nominated for these awards is, I believe, outstanding. I am so proud to be part of the same team as you, and I am grateful for what you do."

It was the fourth year of the awards. Each one of the trust's

6,000-plus staff members had a chance to nominate a team or colleague for special recognition.

One category – Improving Patient Experience – was dedicated to patients and service users' experiences of their treatment with the trust. Three new categories recognised volunteers, newly qualified nurses and those who help promote equality and diversity.

Anybody who has been nominated for these awards is, I believe, outstanding. I am so proud to be part of the same team as you...

STUART BELL



Meet the award winners



The **Delivering Care Award** winner was **Tracy Scott**, a senior community nurse from Oxford City Community Learning Disability Team. Her nomination said: "Tracy embodies the core value of 'doing the right thing'. She supports individuals with learning disabilities, ensuring their voice is heard and their needs are central to decision making."
Tracy received her award from trust chairman Martin Howell, chief executive Stuart Bell and medical director Mark Hancock.

Julie Ashman (right) a physiotherapy technical instructor at Witney Community Hospital, took home the **Safe Award**.

Julie works in the Children's Integrated Therapy Service. She took the initiative to create a process that ensured all equipment is serviced annually and re-assessed for suitability. By

changing practice she has increased the safety of the service.

Julie said she was truly shocked but delighted to have won. "We work in such a large organisation and I'm really honoured to be recognised for the work I do."



Abbey Ward Therapy Team from Abingdon Community Hospital won the **Recognising Excellence and Innovation Award**.

Their nomination said: "Abbey Ward Therapy Team set up an independent living area within their ward, of their own volition, to improve the service they provide for their patients.

"Feedback has been hugely positive with patients reporting it gives them an opportunity to regain some of their independence while being supported by the inpatient team."



Meet the award winners



Teamwork Award (Clinical) went to **Outreach Service for Children & Adolescents (OSCA)**, of Children and Adolescent Mental Health Services (CAMHS) Oxon, based at Raglan House, Oxford.

The team has done an exceptional job in difficult circumstances. They have been successful in engaging with high risk and difficult-to-engage young people to prevent and shorten hospital admissions. The team has all gone above and beyond to ensure every young person has access to the right treatment, at the right time and receives an outstanding and safe service.



Driver receptionists from Urgent and Ambulatory Care, Oxfordshire, won the **Teamwork Award (Non-Clinical)**.

Their nomination said: "The driver receptionist team are our hidden heroes. Without these unsung and often unseen team members, and without their continued and dedicated support, urgent care would cease to function as we know it!"

Hatim Sharif, speaking on behalf of the 63 drivers, said: "We are all delighted to have won and we are all proud to work for Oxford Health."



The **Wellbeing Award** went to **Gemma Brown**, clinical and professional development manager, Learning and Development, Unipart House, Oxford.

Gemma voluntarily leads on the wellbeing programme for her department, introducing new initiatives, humour, and driving activities forward.

Every day Gemma goes an extra mile to provide support for others and does all she can to improve morale in the workplace.

Gemma said: "It's been a pleasure working with an amazing team to promote wellbeing. We've had brilliant fun this year!"



Meet the award winners

Rumi Mohideen, a health care assistant at the Vaughan Thomas Ward, Warneford, won the **Living the Values Award**.

Rumi is an advocate of the healing powers of being outdoors and takes patients to the Warneford meadow and orchard where they can experience nature.

Rumi said: I've done many jobs in my life – from printing to the hotel industry.

"But this job is not like work for me. It's the best thing I've ever done and I'm so lucky to work with such a great team."



Volunteer of the Year category had joint winners: **Mary Ward**, voluntary therapy dog handler, Littlemore Mental Health Centre and **peer support trainees** from AMHT Wards, Oxfordshire.



Mary Ward (above) is a representative of Therapy Dogs Nationwide and brings two of her Weimaraner dogs – Oriel and Tamar - on visits to some of the trust's forensic and acute mental health wards.

She holds half hour sessions with patients, many of whom have been pet owners themselves. Interactions with her dogs bring joy, calm and happiness to many – especially when there's a chance to play and throw a ball.

The first **peer support worker** training programme was launched in April last year.

The training programme is specifically for people with first-hand experience of poor mental health who can use their experience to help others. By volunteering in our frontline teams they have enhanced the service provision, benefitting patients, their friends and family and staff.

The team (below) said: "We're all really proud, it's been fantastic to give something back. It's been an adventure and there is an exciting chapter to follow."



Meet the award winners



Improving Patient Experience is an award that only service users or their carers or families can vote for. It was won by **Vaughan Thomas**, the deputy team manager from Children and Adolescent Mental Health Service, Melksham, Wiltshire.

His nomination said: "Vaughan went out of his way to help us and prompt others to give us the extra help that we needed. Vaughan has shown that it is possible to take the care and support offered in a weekly therapy session, and reach out from a hospital environment with kindness."

Vaughan said: "I feel honoured. It's an incredible personal achievement, but I am actually privileged to work for the young people we work with. So I'm really chuffed to be recognised."



The **Preceptorship Award** was open to all registered staff who have qualified for practice within the last 18 months.

It was won by **Giles Loch**, a staff nurse at Amber Ward, Whiteleaf Centre, Aylesbury.

His nomination said: "Giles has always been very enthusiastic and passionate about caring for patients. He truly encompasses the NHS core principles. Not only is Giles safe when carrying out care; he impresses the families and patients when he goes the extra mile for them."

Giles said: "I've only been qualified a year and I'm thrilled by all the support I have received. I'm over the moon that I have won."





Each month we reward a member of staff who is truly exceptional.

Do you know somebody who deserves to be recognised? Everyone is welcome to nominate an individual who has made a real difference, however large or small.

Visit: www.oxfordhealth.nhs.uk/getting-involved-with-oxford-health/patient-involvement/awards

Exceptional People Awards



**Holly Milne, staff nurse,
Cotswold House,
Marlborough**

"Her ideas are innovative and she has been a most amazing asset to our service."



**Theresa Cookson,
psychiatric liaison
practitioner,
emergency department
psychiatric service**

"She epitomises the trust values of 'caring' 'safe' and 'excellent'."



**Sarah Strawson,
health and fitness instructor,
Warneford Hospital**

"Sarah has helped to cultivate a space where staff and patients now routinely talk about healthy lifestyles and choices."



**Rachel Leeke,
clinical psychologist,
CAMHS Salisbury**

"Her warm, empathic and approachable personality has fostered strong working relationships."



**Sarah Bone,
healthcare assistant,
Sapphire Ward,
Whiteleaf Centre**

"She always puts the patients' best interests first and ensures that all other members of the team do the same."

Innovation and research recognised



Professor Andrea Cipriani won the 'S N Jajoo Memorial Academic Research of the Year' award at the Royal College of Psychiatrists Awards in November.

"Leading a team of international experts, I am using high-quality data to develop an algorithm that will help personalise treatment in mental health and better inform the decision-making process between clinicians, patients and carers. I look forward to what lies ahead," said Prof Cipriani.



Oxford Health's **Emergency Department Psychiatry Service** won the Positive Practice in Mental Health's Innovation in Digital Technology Award in October.

Technology assisted psychiatry (TAP) enables colleagues to assess patients via a video link if they arrive with mental health problems at the A&E of the acute hospitals in Oxford and Banbury.



Doctors Agnes Ayton and Ali Ibrahim won the Beat Research Impact Award for their research on the lack of eating disorder training for medical students.

The lack of training placements offered by universities means that just one percent of doctors have the opportunity to gain clinical experience with eating disorders.

The earlier medical professionals recognise the signs and symptoms, the sooner people with eating disorders can get help.



More winners and runners-up



Ruby Ward, Whiteleaf Centre, won the University of Bedfordshire and Oxford Health NHS Foundation Trust Mental Health Placement of the Year Award 2018.

It was presented to ward manager **Jennifer James** and deputy ward manager **Julie-Ann Grinter**. Ruby Ward was nominated by student mental health nurses at the University of Bedfordshire for the outstanding support given to students on clinical placements.

Students reported that Ruby Ward offers a range of experiences and opportunities to gain essential skills in mental health nursing within a busy and supportive environment.



Thames Valley and Wessex Forensic Network was shortlisted for a Health Services Journal Award for their New Care Model for secure mental health services.

Oxford Health is the lead provider of the network which includes Southern Health, Dorset Healthcare University, Berkshire Healthcare, Central & North West London, Milton Keynes, Solent, and Isle of Wight NHS trusts, and Response, a third-sector provider of supported housing.

The service prioritises treating long-term hospital patients closer to home, near family and friends.



Healthwatch Oxfordshire was shortlisted for a national award by Healthwatch_England for the video 'Patient Voices... Our Story'.

The video was made by Healthwatch Oxfordshire and local filmmaker Nicola Josse with the Patient Participation Group of Luther Street Surgery and Oxford Health NHS Foundation Trust.

Luther Street GP practice serves Oxford's homeless population.

The film highlighted how the patients themselves are involved in shaping how services are run.

Blooming great times are ahead

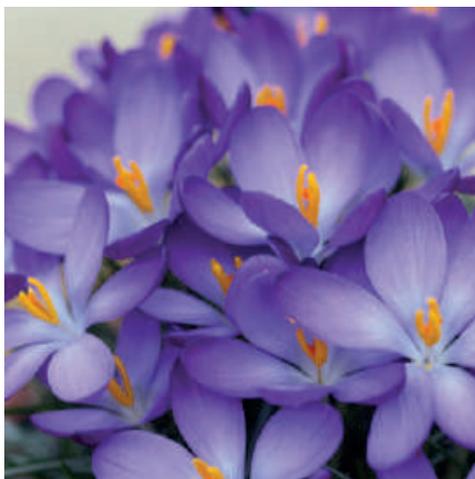
It may be midwinter but throughout last autumn volunteers, patients and staff prepared the trust's many gardens for a spring full of bloom.

Gardening Club at Sapphire

Sapphire Ward at the Whiteleaf Centre started a gardening club in November with help from Anna Hart, a gardener at Oxford Health. Patients cleared the weeds in the garden and replaced them with sage, lavender and thyme, all donated from World's Ends Garden Centre.

If you would like to get involved in the gardening club at the Whiteleaf Centre, contact Anna Hart on:

Anna.Hart@oxfordhealth.nhs.uk.



crocus. The colour represents the indelible ink that is used to mark the left little finger of children who have been immunised in mass-immunisation



Anna Hart said: "Green spaces are extremely therapeutic for patients living with mental health conditions. I hope gardening will give these patients a sense of ownership and our work will improve the communal area so it can be enjoyed by everyone at the Whiteleaf Centre."

Volunteers garden at the Fulbrook Centre

In October six people from East Oxford Good Neighbours Garden Help Group volunteered to clear the internal garden and plant wild flower seeds at the Fulbrook Centre. The area is used as a therapeutic environment where patients can do their own recreational gardening.



Splash of purple in Abingdon

Abingdon Vesper Rotary Club planted crocus bulbs at Abingdon Community Hospital for World Polio Day on October 24.

The bulbs will produce purple

days in countries where polio is still endemic.

"We hope the bulbs survive - squirrels are the main hazard - and there will be good showing in the spring. It should be a spectacular sight," said Richard Benton from the club.



Working with our communities



Play area gets a big makeover

The children's cubicle at the Minor Injury Unit at Witney Hospital got a bright, new design, thanks to a grateful patient who offered the chance to put in a bid with the John and Ruth Howard Charitable Trust for a small project to benefit patients and staff.

Staff, patients and a community arts group then developed a new design for the children's cubicle.

Employment support success

In the past year Oxford Health has piloted individual placement support (IPS), a service that helps people with mental health issues return to paid employment if they wish to do so.

The trust currently has two employment specialists and has helped over 25 people find employment. The trust is now supporting a bid for every adult mental health team to have an employment specialist.

Steve Bell, occupational therapist and IPS lead, said: "Employment is recognised to have a therapeutic benefit. I am extremely glad of the initial success of the IPS staff in Early Intervention and of the fact that the trust and commissioners are looking to expand the service."

The IPS specialist will work with the client to find vacancies they are interested in and, with the client's consent, contact employers. They practice interviews and give advice to ensure that the individual feels confident going to the interview. When the client finds work, the IPS worker can work with them and their employer to look at any requirements to support them at the workplace.

www.oxfordhealth.nhs.uk

Mental health teams into schools

Children and young people in Oxfordshire and Buckinghamshire will get better access to mental health services after both regions were chosen as NHS 'trailblazer sites' to pilot improvements to children's mental health services.

Under the Government's Children and Young People's Green Paper initiative, Oxfordshire has been awarded £5.4m in extra funding while Buckinghamshire will receive £2.47m over the next three years.

This funding will be used to pilot reducing wait times into Child and Adolescent Mental Health Services CAMHS to four weeks by 2021.

In addition it will also support the trust to deliver new mental health practitioner teams into primary and secondary schools in Oxfordshire and Buckinghamshire.

In Oxfordshire this will be in partnership with Response and Oxfordshire County Council. In Buckinghamshire this will be in partnership with Mind and Buckinghamshire County Council.

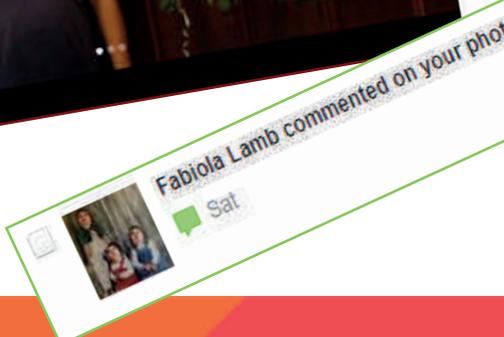
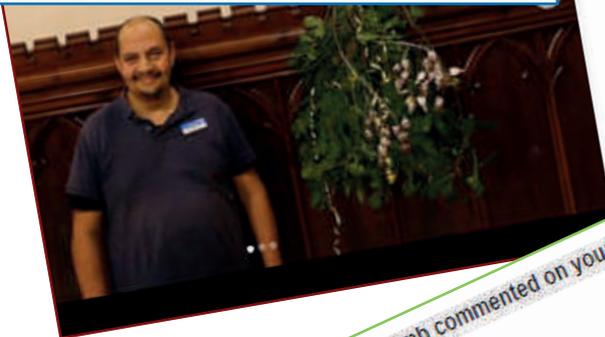
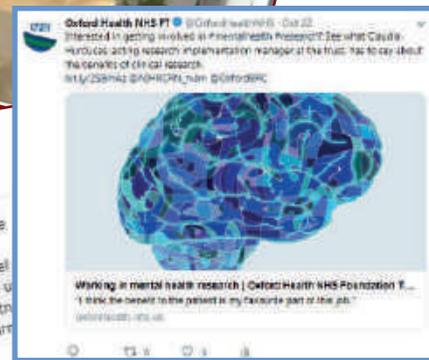
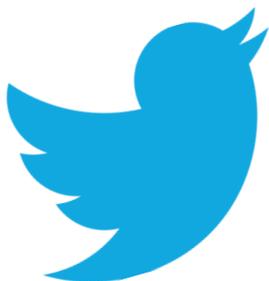
For Oxfordshire new practitioners will be trained via Reading University and funding will support two new pilot mental health support teams in the first phase.

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Getting Social

TWITTER: @OXFORDHEALTHNHS
FACEBOOK: @OXFORDHEALTHNHS
INSTAGRAM: @OXFORD_HEALTHNHS
YOUTUBE: OXFORDHEALTH
LINKEDIN: OXFORD HEALTH

More and more people are following us on social media: over 12,300 on Twitter, 2,600 on Facebook and 1,000 on Instagram. Here are just some of the events and news shared recently.



EMAIL THE COMMUNICATIONS TEAM TO SHARE YOUR NEWS ON SOCIAL MEDIA AND GET INVOLVED



Brave short films inspiring others to chase dreams and live life to the full

We marked World Mental Health Day in October with a showbiz launch of short films featuring young people chatting about anxiety, psychosis, personality disorder and neurodiversity.

The videos feature Mercury Prize nominee Loyle Carner alongside Izzy Phillips, the lead singer and guitarist with Black Honey, and mental health professionals from

Oxford Health NHS Foundation Trust and the University of Oxford. Loyle and Izzy talked about living with attention deficit hyperactivity disorder (ADHD) to inspire others with neurodiversity to chase their dreams and live life for who they are.

Interviewers Sadie Rees, Naomi McPartlan and Amy Burns, from Oxfordshire, discuss common mental health conditions experienced by young people.

Sadie, 17, said: "I've really loved it. It's been an incredible learning experience and lot of fun. Being able to interview some of my favourite people and discover new things about them has been such a rare thing. It's also let me develop

new skills. I have learnt so much about myself. It's helped me to understand myself more: who I am, what I have been through, and where I could go from here."

Izzy Phillips told Sadie: "I hope this film helps people open up about their own struggles with mental health. Talking is the bravest thing you can do. It's also one of the hardest. I found it pretty terrifying opening up so honestly about myself. But the harder something is to say, the more important it is to say it."

Find the videos on Oxford Health's YouTube channel by searching for *Short Films about Mental Health*.

It's helped me to understand myself more: who I am, what I have been through, and where I could go from here

SADIE REES

www.oxfordhealth.nhs.uk

Insight 23

Directorates have been restructured: find out who's who & where now?

The trust has changed the way it is organised to better reflect how we care for people of all ages in our communities.

Operational directorates now reflect age-inclusive services by geography and specialism.

Corporate directorates retain their structures.

The new operational directorates and senior leadership are as follows:

- ✦ **Oxfordshire, BaNES, Swindon and Wiltshire Mental Health:** Clinical Director Dr Rob Bale, Joint Service Directors Vanessa Odlin and Donan Kelly
- ✦ **Buckinghamshire Mental Health:** Clinical Director Vivek Khosla, Service Director Donna Clarke
- ✦ **Community Services:** Clinical Director Pete McGrane, Service Director Emma Leaver
- ✦ **Specialised Services:** The decision was taken previously not to establish a full directorate structure.
 - ◇ **Learning Disability Services:** Associate Clinical Director Kirsten Prance, Service Director Liz Williams
 - ◇ **Forensic Services:** Clinical Director Rami El-Shirbini, Service Director Jude Deacon
 - ◇ **Dentistry:** Clinical Director Ros Mitchell
 - ◇ **Pharmacy:** Chief pharmacist Michael Marven

A series of senior cross-directorate appointments have been announced to ensure clinical professional leadership across the trust.

- ✦ **Deputy Chief Operating Officer:** Pauline Scully
- ✦ **Interim Director of Nursing and Clinical Standards:** Kate Riddle
- ✦ **Deputy Director of Mental Health Nursing:** Britta Klinck
- ✦ **Head of Mental Health Nursing Oxfordshire, BaNES, Swindon and Wiltshire:** Natalie Cleveland.
- ✦ **Head of Mental Health Nursing Buckinghamshire:** Rose Hombo
- ✦ **Associate Directors for Allied Health Professionals:** Rebecca Kelly and Sara Bolton
- ✦ **Associate Director for Social Work:** Mary Buckman
- ✦ **Nurse Consultant for Learning Disabilities and Autism:** Simon Jones
- ✦ **Nurse Consultant for Child and Adolescent Mental Health Services:** Matt Kent
- ✦ **Nurse Consultant for Older Adults Mental Health:** to be appointed.
- ✦ **Associate Medical Directors:**
 - ◇ Viki Laakkonen (CAMHS),
 - ◇ Arabella Norman-Nott (Oxon Adults),
 - ◇ Chris Ramsey (Bucks Adults),
 - ◇ Lola Martos (Oxon Older Adults),
 with further appointments to follow.

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Governors
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NHS
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Make a difference

Membership
Have your say

Governors
Represent our members

Patients
Share your experience

Carers
Be supported

Get involved at Oxford Health NHS Foundation Trust today...

www.oxfordhealth.nhs.uk/getinvolved
#OHFTGetInvolved

Your trust

As a foundation trust Oxford Health wants your input and your views. By getting involved, you are helping shape the services we provide and the experience of our patients, carers, families and staff.

There are many different ways in which you can be involved in the work and development of the trust.

Become a member to be the first to know about the trust's plans, join members-only events and meet like-minded people.

www.ohftnhs.uk/membership

Volunteer with us. You may want to use skills you already have, or develop new ones – we support both.

Share your experience of your care. Patient involvement can improve the quality of care and outcomes and access to you and others.

Our **governors** are directly elected by our members and represent the voice of the public, patients, carers and staff members from different geographical areas.

Oxford Health Charity sits alongside the trust and raises funds to enhance the experience of patients, carers, families and staff.

www.oxfordhealth.charity

How art, dance and drama can all aid on the road to recovery

Health Matters are events organised by the trust communications and engagement team exclusively for Oxford Health members.

In November the team hosted Health Matters: Art in Recovery, which explored the unique ways in which art can be applied as a route to recovery. The event featured presentations from staff members who have applied creative disciplines to physical and mental therapies in Oxfordshire.

Each speaker then hosted 20-minute workshops that gave

HEALTH MATTERS

attendees the opportunity to get a taste of how art can improve the patient experience.

Erica Lamb, from the trust's communications and engagement team said: "This event was about giving members a chance to learn first-hand about some of the more creative ways that recovery can be approached both physically and mentally.

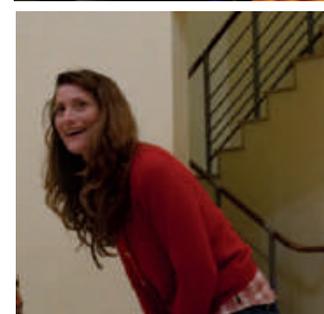
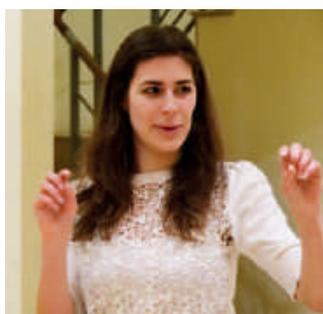
"We wanted people to see that fun projects aimed at improving patient experience can also be a useful tool in their recovery."

Attendees heard from Angela

Conlan and Paula Har of the Creating with Care programme at Witney Community Hospital; Tom Cox, Artscape project manager; and speech and language therapist Catherine Woolley, who spoke about a drama programme aimed at improving children's social skills. Attendees then had the opportunity to try painting, drama and seated dance.

The next Health Matters events are scheduled for late February in Aylesbury and for May in Swindon. Become a member to join us!

www.ohfnhs.uk/membership





Linking Leaders: Spotlight on ways we strive to continuously improve

The Oxford Healthcare Improvement team joined Oxford Health last year and our Linking Leaders event in December was a chance to showcase their work with senior managers.

As demands on healthcare increase quality of care comes under pressure. However, the CQC found hospital trusts that focus on improvement continue to deliver high quality care.

December's Linking Leaders event, which was attended by 135 invited guests, included presentations from keynote speakers.

Among them was chief executive Stuart Bell, chief operating officer Dominic Hardisty, director of Oxford Healthcare Improvement (OHI) Professor Charles Vincent, OHI associate clinical director Jill Bailey and OHI medical lead Dr Daniel Maughan.

The projects

The event included case studies from improvement researchers, clinical staff and OHI scholars.

Through clinical observation Dr Natasha Bloodworth, researcher for improvement, discussed her study

with an inpatient psychiatric ward into reducing the occurrence of young people self-harming. Similar quality improvement projects have led to a sustainable 85% reduction in self-harm requiring restraint.

Gurpreet Reen, researcher for improvement and Daniel Maughan spoke about their work on Carenotes clinical software improvement project. They aim to reduce the time it takes to complete assessments, leaving more time for patient interaction.

Angus McLellan, psychiatrist and OHI scholar, is working on a project to help patients return home by improving the timeliness and quality of discharge summaries. His aim was to have discharge summaries sent within four weeks and ensure compliance with an agreed standard by improving training, IT access and automation.

Clinical staff on Ashurst Ward aim to reduce time spent on enhanced observations.

They found that 51 hours were spent on enhanced observations a day but these observations are not

always helpful to patients. The team is in the process of creating a handover tool which will clarify the purpose for observations, what has worked well and what to avoid.

What is Linking Leaders?

Linking Leaders is a series of conferences that aim to develop collective leadership and discussion across our trust by sharing information, learning and improvements to help us to shape our future together.

By creating strong supportive learning networks the trust is adopting a positive organisational culture that supports our teams, patients and families who use our services. There are four conferences per year, each run three times so that attendees can join at a location most convenient for them: Oxford, Bucks or Swindon. Last year's topics included patient safety and disability equality'.

The next event will be in April. If you have a suggestion for Linking Leaders, please email **LinkingLeadersConferences@oxfordhealth.nhs.uk**

Meet the team

In this regular feature, *Insight* talks to teams across the trust about what they do.

Buckinghamshire Psychological Therapies Single Point of Access Team

Who are the team?

We are a small team of six qualified mental health clinicians who work within Bucks Improving Access to Psychological Therapies (IAPT), a component of Healthy Minds. Healthy Minds provides talking treatments for adults in Buckinghamshire who are experiencing anxiety, depression or stress.

What does the team do?

Our aim is to get the journey right for the patient as quickly as possible by triaging referrals to psychological therapies.

We work to ensure every person in Bucks referred for a talking treatment is directed to the most suitable service.

Psychological therapies teach skills to help people understand their feelings and behaviour and discover ways of coping.

We provide telephone and online treatment, courses and some face to face work at GP surgeries and other community venues.

We work closely with our colleagues in the local adult mental health teams and in other



trust mental health services, in addition to maintaining regular contact with our local GPs in Bucks to ensure their patients have access to talking treatments.

What have you been involved in?

The single point of access (SPA) team helps facilitate decisions on treatment quickly. We have regular multi-disciplinary meetings with colleagues providing psychological therapies, and colleagues from the adult mental health teams that provide more urgent mental health assessments

and care co-ordination.

This helps us determine at which stage talking treatment would be most helpful for the individual.

The SPA has more recently been working alongside child and adolescent mental health teams and adult mental health team colleagues to support young adults moving from child to adult services that could benefit from talking treatments.

How can you contact it?

You can contact the SPA on 01865 901600 or via email at: HealthyMinds@oxfordhealth.nhs.uk

Would you like your team to be featured in the next edition? Please contact communications.team@oxfordhealth.nhs.uk

B We want you! Join up and cast your vote

ecome a member of the trust and have a say on how your services are developed — and vote in the 2019 election to our Council of Governors which are set to take place in May. In the staff constituency, vacancies will be aligned with the trust's new directorates. The opening of nominations and of polls will be published on our website and in the press.

Anyone who lives in the area, works for our trust, or has used our services as a patient, service user, or carer, can become a member of our trust. You can apply to be a member online via the trust website www.ohftnhs.uk/membership
See page 25 for more details of how to become one of our valued members and the benefits you'll get in return.