



Edition Two

2013...

# Insight

newsletter

Inside Insight:

Cover story:

We have the best  
national smile!

Oral Health Promotion Team wins  
national Dental Award

Chinese study team visit Trust to  
share good practice

Luther Street Medical Centre win  
Big Society Award

## Welcome

from the Chief Executive



Welcome to the second edition of Insight for 2013.

I have been continuing to visit services and teams across the Trust over the past few months and was pleased to have the opportunity to meet so many staff at my recent drop-in sessions. I also had a really helpful meeting with some of our District Nurses at the end of April which helped me better understand the way in which they work and some of the challenges that they are facing. I am always keen to hear feedback and ideas from staff which will help us improve our care to patients so please do share these with me.

I am delighted to announce that the Oxford Academic Health Science Network (Oxford AHSN) has been formally designated by NHS England. Oxford AHSN is one of 15 chosen networks in the country and covers a population of 3.3m, including Oxfordshire, Buckinghamshire, Milton Keynes, Berkshire and Bedfordshire. The aim of the networks is to improve patient care by putting innovation at the heart of the NHS, linking healthcare with academia, research and business. For more information about this, please see page six.

The Trust Board and Council of Governors have been considering the outcomes of the Francis Report to ensure an even stronger focus on quality across all of our services. Through the work of Ros Alstead, our Director of Nursing and Clinical Standards, we have ensured that our Quality Account reflects this.

Finally, I am pleased to report that progress on the redevelopment of the Manor House site is going well and is on target to be completed by the end of the year. We have received some very helpful feedback from some of our Governors following a recent visit to the site which has been shared with the project board.

Best wishes, Stuart

# Insight

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## Contribute to Insight

If you have an interesting story to tell or know of a person or service that deserves a special mention then we would like to hear from you. The deadline for the next edition of Insight is **Friday 2 August**. Please limit articles to a maximum of 200 words. Articles may be subject to editing.

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

# Contents



4	We have the Best National Smile	12	Recognising our exceptional staff
5	Chinese study team visit Trust to share good practice	13	Mandy awarded Queen's Nurse title
6	Tribute to David Westbrook	13	Psychiatry trainees' audit published
6	Oxford Academic Health Science Network designated by NHS England	14-15	Insight E-news round-up
7	Oxford-based research group awarded grant	16	Services improve healing rates
8-9	News in brief...	17	Local community get green fingered
10	Oxfordshire Personal Health Budget Peer Network	18-19	Cherwell Ward patients get musical
11	Parent and Carer Involvement Network	20	MSK Physiotherapy team say some fond farewells
11	Health Matters	21	NHS South of England Clinical Fellowship
12	Students vote for CMHT	22	Preceptor presentations
		23	PALS volunteers needed
		24	The last word...

# We have the Best National Smile

Held at the Lancaster London Hotel on 19 April, the Dental Awards recognised and rewarded the highest standards in UK dentistry and oral healthcare. The Oxford team won the award for their contribution to the campaign, eclipsing their 'highly commended' recognition from last year.

Using the Cherwell District Council NHS health bus, the 'Smile Month 2012 Roadshow' rolled into Abingdon, Banbury and Oxford to give out oral health information and some fun oral goody bags.

Heather Duignan, Health Improvement Practitioner/ Manager from the Trust said: *"We are delighted to have won this year's award for 'Best National Smile Month Event'. We are a small but dedicated team and feel privileged that our efforts have been recognised by the judging panel amongst what we are sure was very stiff competition. Making the finals was a huge achievement for our team and winning the award has*

*given us a huge sense of accomplishment, not only for ourselves but also for the dental service and our Trust.*

*We take pride in all our work, and a sense of satisfaction in making a positive difference to our patients and the wider public. As with many public sector roles, we don't expect accolades for what we do. Maybe that is why when a pat on the back does come along it makes it all the more appreciated and meaningful."*

Simon Howell, Director of Campaigns and the judge of the award said: *"It is testament to the team at Oxford Health NHS Foundation Trust that after narrowly missing out on this award last year they went back and improved the event. The standard of this year's entries was particularly impressive."*



**Above: Members of the Oral Health Promotion Team at the Dental Awards**

**Above and left: The Oral Health Promotion Team and members of the public show us their best smile**



# Chinese study team visit Trust to share good practice



**Trust staff and the Chinese study team share good practice**

On Wednesday 24 April, the Trust welcomed visitors from Kwai Chung Hospital, Hong Kong as part of a three day long visit. The Chinese study team of eight staff from the Kwai Chong Hospital included their Chief Executive, Dr William Lo and members of hospital staff such as senior nurses, psychiatrists and the senior hospital administrator.

Kwai Chung Hospital provides psychiatric inpatient beds to approximately 900 patients and also provides outpatient support and day hospital services for people with mental health conditions. The study team visited the Trust to learn more about the way in which we provide inpatient mental health services across all age ranges.

The Trust and the Kwai Chung Hospital have been developing a strong relationship in recent times. We were pleased to welcome the study team for such a comprehensive visit to our mental health services. Stuart Bell, Chief Executive, and Dr Clive Meux, Medical Director, hosted the three day visit and are grateful to all of our staff who took the time to be part of the programme.

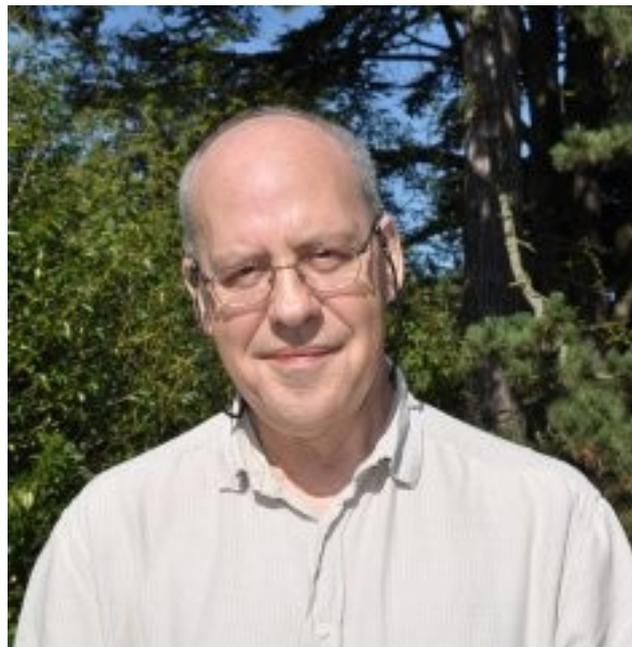
Our visitors met clinicians, managers and patients from a wide range of our mental health services including Cherwell Ward, Highfield Unit Oxford, Wintle Ward, the Oxford Crisis team and day hospital and the new development on the Manor House site in Buckinghamshire. Dr Lo and his team were able to ask questions about the models of care used, patient experiences and the environment in which care is provided.

At the end of the visit Dr Lo thanked all the staff involved and was pleased to be returning to Hong Kong with a deeper insight into the provision of mental health services within our Trust. We are looking forward to working with Dr Lo and colleagues in the future in order to continue sharing learning and good practice. We have already provided psychotherapy training in Hong Kong and further bilateral visits are planned.

# Tribute to David Westbrook

We are saddened to announce that David Westbrook has died following a road traffic accident on Thursday 18 April. David was a highly respected clinician and a leading authority on Cognitive Behavioural Therapy (CBT). Until last year he was Director of the Oxford Cognitive Therapy Centre (OCTC), an internationally recognised provider of CBT related training within Oxford Health NHS Foundation Trust.

Over more than 40 years working for the NHS he helped many patients and inspired a few generations of therapists throughout the world. He also wrote a number of highly acclaimed books, including his extremely popular publication, "An Introduction to CBT: Skills & Applications". David will always be remembered as a caring, outstanding figure and someone who dedicated his life to helping people.



David Slingo, Head of Learning and Development (L&D) recalls working with David as OCTC has been part of the L&D team for the last five years. 'He was a thoughtful, intelligent and creative colleague. Indeed only the day before he died, David sent me an e-mail apologising for missing a team meeting but adding: *"I just wanted to say that although my OCTC time is fully committed..., I would of course want to support you and OCTC as far as I can – e.g. I guess there may be things where my having a long 'institutional memory' might be helpful."* Sadly we have lost that 'institutional memory' but we have the legacy of an inspirational man'.

## Oxford Academic Health Science Network designated by NHS England

We are delighted to announce that the Oxford Academic Health Science Network (Oxford AHSN) has been formally designated by NHS England.

Oxford AHSN is one of 15 chosen networks in the country and covers a population of 3.3m, including Oxfordshire, Buckinghamshire, Milton Keynes, Berkshire and Bedfordshire.

The aim of the networks is to improve patient care by putting innovation at the heart of the NHS, linking healthcare with academia, research and business.

Closer collaboration between these sectors working together, supported by the network, will help to improve patient outcomes and health, whilst also creating economic activity within the local economies.

Although formally designated in May, the Oxford AHSN has been operating for the last few months, and has been hosted by the Oxford University Hospitals NHS Trust (OUH) with their Chief Executive, Sir Jonathan Michael acting as interim Chief Executive for the Oxford AHSN.

Further information about the Oxford Academic Health Science Network can be found via the website [www.oxfordahsn.org](http://www.oxfordahsn.org)

# Oxford-based research group awarded grant

A grant of almost £1 million has been awarded to an Oxford-based research group to explore how blood tests can be effectively carried out in GP surgeries and in the community.

Currently GPs and other primary care clinicians have limited access to modern diagnostic tests, apart from sending specimens to hospital laboratories or referring to specialty services. The monitoring of chronic conditions such as diabetes and cardiac risk is a major part of primary care activity and the ability to complete tests promptly at GP surgeries would have major benefits for patients and the NHS alike. While patients would be able to gain a faster diagnosis, enabling them to receive appropriate treatment sooner, quicker diagnostic testing would also result in fewer unnecessary referrals and a more efficient, cost effective system.

Recent technological developments in so-called 'In Vitro Diagnostics' (IVD) mean that it is now possible to carry out these tests in primary care. Oxford has been chosen by the Department of Health to become a pioneering research centre aiming to design, test, implement and publish methods that increase the likelihood that IVDs can be used successfully in this way.

On 29 May, it was announced that funding of £989,754 over four years has been agreed by the National Institute of Health Research to enable Oxford to become a 'Diagnostic Evidence Co-operative', a national centre of diagnostic expertise. The work of the Oxford Diagnostic Evidence Co-operative will include identifying new IVDs and assessing the current evidence for their use, integrating IVDs in primary care with laboratory services and understanding patient, carer and clinician attitudes towards implementing these new IVDs.

The project sees Oxford Health NHS Foundation Trust, Oxfordshire Clinical Commissioning Group, the University of Oxford and Oxford University Hospitals NHS Trust collaborating to create a national resource for primary care diagnostics, working with stakeholders spanning NHS clinical services, commissioning groups, laboratory services, industry and technology, research bodies such as the Human Tissue Authority, the National Institute for Health Research and the National Institute for Health and Care Excellence.

Dr Clive Meux, Medical Director of Oxford Health NHS Foundation Trust said: "As the host Trust for this project, we are delighted to have been awarded this funding. Improved In Vitro Diagnostics will allow clinicians to make diagnoses faster and more efficiently, reducing the need for hospital referral. Our research will help the NHS as a whole to better understand how we can apply this latest technology in primary care, enhancing the experience of patients and make better use of NHS resources."

# News in brief...

## Putting your best foot forward

### Falls awareness week

As we get older, we are much more likely to suffer from foot conditions and complaints, such as bunions and stiffness in toe joints and ankles. These problems, along with the foot pain they can cause, all affect our balance and walking and reduce sensation in our feet, which often leads to falls. In addition to these risk factors, studies have shown that some types of footwear and going barefoot indoors can also contribute to falling.

The theme for this year's Falls Awareness Week, 17 to 21 June 2013, is healthy feet. The Trust's Oxfordshire Falls Prevention service will be

highlighting the importance of foot care during Falls Awareness Week

The service offers support and advice to help people avoid falls and regain confidence if they have experienced a fall.

You can refer yourself to the service or you may be referred by your GP, a district nurse or other health care practitioner.



To contact the service, please telephone 01865 425140

## Luther Street win Big Society Award

Congratulations to staff and volunteers at the Luther Street Medical Centre for their success in winning a Big Society Award for their project, Promoting Access to Health Services (PATHS).

Over the past twelve months, PATHS volunteers have supported approximately six patients a month to attend health related appointments. The "did not attend" (DNA) rates for patients using the centre have halved since PATHS has been up and running. In addition, quite a few patients who had previously needed volunteers to support them in attending appointments, now manage to get to their appointments unaccompanied, which is the primary goal of the project.

**BIG SOCIETY AWARDS** 2013

The project, which was one of the runners up in the Trust's Chief Executive Award for Innovation last year, has since expanded into PATHS PLUS, covering social activities and social type appointments. It also includes life-skills training, Construction Skills Certification Scheme training (for work on building sites), life-stories (listening to people's life stories) and other activities.

The Big Society Awards were set up by the Prime Minister in November 2010. Representatives from the centre will be invited to attend a reception at No 10 Downing Street. They will also receive a plaque and signed certificate from the Prime Minister.

# News in brief...

## Crisis Response Service

In early 2013, the Trust was awarded the contract to provide the Crisis Response Service (CRS) in Oxfordshire. This one-year contract, commissioned by Oxfordshire County Council, commenced on 27 March 2013.

Crisis Response is designed to provide a rapid (within two and a half hours of receiving a referral), co-ordinated response to someone who is experiencing a social care crisis, to deal with the immediate crisis and provide short term support if necessary.

A crisis is defined as a situation which:

- needs an immediate response and
- if not dealt with, is likely to result in a hospital or care home admission, or would otherwise pose a serious threat to the person's safety, health or wellbeing

The service operates 24 hours a day/7 days a week, working closely with the Trust's

Reablement and Hospital at Home services.

The service is provided free of charge to individuals who:

- live in Oxfordshire
- are living in the community at the time of the referral
- have medical needs that can be met in the community
- are experiencing a genuine social care crisis
- are over 65 years of age or who have a condition such as a physical or learning disability, which means the client is likely to have on-going need for support with activities of daily living from Adult Social Care if an immediate response is not provided

To make a referral to the service please telephone:

0845 050 7666 (patients and public)

0845 219 1500 (healthcare professionals only)

## Trust launches new websites

The Trust has recently launched two new websites for Cotswold House, the Trust's award-winning specialist eating disorders service and Highfield Unit, Oxford, the Trust's new state-of-the-art mental health facility for young people.



The websites contain the latest information about the two services, including how to access them, the treatments that are available, where services are based and a wealth of other resources.

The websites can be accessed via:

[www.cotswoldhouse.nhs.uk](http://www.cotswoldhouse.nhs.uk)

[www.oxfordhealth.nhs.uk/highfieldunit](http://www.oxfordhealth.nhs.uk/highfieldunit)

Video interviews with patients, carers and clinicians will be added to the website in the coming weeks, as will 360 degree tours of units.

## Oxfordshire Personal Health Budget (PHB) Peer Network

### Who are we?

The Oxfordshire PHB Peer Network is made up of people from all over Oxfordshire who have lived experiences of personal health budgets.

Our vision is to support local people who want or have a personal health budget, to influence local policy and help ensure that personal health budgets work well for people in Oxfordshire.

All those within the Peer Network will have had first-hand lived experience of the processes and questions that people will have and be going through. Our group currently come with a wealth of information in how PHBs have worked for them or have enabled their carers to ensure that making a move into a PHB has not only improved the care provided but has also given a greater well-being and quality of life, something which many of us only dreamt of.

Holding a PHB can seem like an enormous and daunting task to take on, but this is not the case. We offer help and support through our shared experiences with many of the issues people may face. This does not mean we tell people what they have to do but ensure our experiences can assist and direct to help improve people's lives and wellbeing, whether they have or are considering a personal health budget.

The Peer Network meets bi-monthly in Oxford (currently at: Oxford Spires Four Pillars, Abingdon Road). Meetings run for 3-4 hours with lunch and breaks included to allow time for people to mix and learn more on a more one to one level.

Peter Langford  
Oxfordshire Personal Health Budget Peer Network



Members of the PHB network

## Parent and Carer Involvement Network

The Parent and Carer Involvement Network for child and adolescent mental health services (CAMHS) was formed in the autumn of 2012, following the somewhat stark realisation that whilst there are established networks and support groups for carers of adults, there was nothing specifically aimed at people caring for children and young people with mental health issues. Caring for a mentally unwell child comes with its own unique set of issues, feelings and family dynamics. We felt that this was a need that had to be addressed.

We are still a small group and we are in the stages of establishing our precise roles. However we are clear that our overarching aims are to contribute to the shaping of services within child and adolescent mental health services in as a constructive and positive way as possible. Alongside this we would like to become a group of people who can support each other and other parents and carers in situations similar to ours - no one else can quite understand

what caring for a child with mental health problems can be like.

It is important to note that we are keeping ourselves separate from the young people's participation network group, Article 12. This is quite intentional as we do not wish to diminish or overshadow the young people's own involvement and say in what happens in CAMHS services.

We would like for more parents and carers to be in touch with us and to share their experiences, good or bad. We meet monthly and we keep in touch in between times; there is no obligation to attend the meetings. Any involvement however much or little is just as valid and as welcome.

If you are interested, please contact Donna MacKenzie, Patient Experience and Involvement Manager, telephone 0845 219 1468 or email [Donna.Mackenzie@oxfordhealth.nhs.uk](mailto:Donna.Mackenzie@oxfordhealth.nhs.uk)

Written by a CAMHS parent.



## Health Matters

Aylesbury Methodist Church provided the setting for a fascinating talk on personality disorders by Dr Chris Newrith. The lecture, hosted in partnership with Buckinghamshire Mind, saw the Consultant Psychiatrist in Psychotherapy and Programme Director of the Complex Needs Service begin by explaining the difficulties bound up with the diagnosis and treatment of this problematic condition.

While diagnosis in psychiatry is generally not as straightforward as it is in other areas of medicine, diagnosis is especially tricky when mental health professionals are faced with people with complex

needs. Those who are often said to have a 'personality disorder' vary greatly in terms of their symptoms and the roots of their problems; many display behaviour that the outside world tends to regard as self-destructive or even attention-seeking. Internally, these people struggle to make sense of themselves, feeling they don't know who they are, and have come to the conclusion that conventional psychiatry (no matter how well intentioned the practitioners) doesn't seem to help them.

In response to their plight, the treatment model that is now widely used is that of a therapeutic community comprising of groups of people who live together in self-

governing communities. Engaging in sociotherapy, group work and psychotherapy, these individuals (who often live together for many months) decide who should be admitted and who should be discharged from the community, with clinicians having no more influence in these important decisions than members themselves. Key themes in this therapeutic model are self-empowerment, access to 24-hour peer support and a managed exposure to everyday risk with support from other members of the community. The overwhelming feedback from people who have belonged to these so-called 'TC's is that they are far more effective in treating them than any other form of medication or therapy.

## Students vote for CMHT



**Pictured from left to right: Vicci, administrator, Emma, student, Ed Adjavon, student placement mentor and Ivy, student.**

The South East Community Mental Health Team, Buckinghamshire, based at the Amersham Hospital, has been nominated as the Mental Health Nursing Placement of the Year 2012 by students of the University of Bedfordshire.

Nursing students identified a wide variety of learning experiences whilst with the team and noted how easily approachable team members were, how they made time for students and were supportive throughout the placement.

Students gave positive reports about having the opportunity to work with various members of the multi disciplinary team and commended all for their encouragement and willingness in supporting learning objectives. They described the team's administrative staff as "...willing to go the extra mile."

## Recognising our exceptional staff



We expect all of our staff to be exceptional but every month we make a point of rewarding a team or individuals who have made a real difference.

Have you come across a member of staff who has made a difference? If you have then we would like to hear from you. You may nominate any member of staff or a whole team.

To make a nomination you can either visit our website:

[www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/](http://www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/)

or contact Sarah Ayyub, Communications and Involvement Administrator, via:

email: [sarah.ayyub@oxfordhealth.nhs.uk](mailto:sarah.ayyub@oxfordhealth.nhs.uk)  
telephone: 01865 738536.

Our exceptional staff for February, March and April are:

### February 2013

Meryl Stevens-Mills, Care Coordinator  
City East CMHT, Oxford

### March 2013

Marge Crosby, Senior Occupational Therapist  
Cotswold House Easting Disorders Service,  
Oxford

### April 2013

Sarah Ellis, Occupational Therapist  
Ward 2, Abingdon Community Hospital

**Editor's apology:** I would like to offer my sincere apologies to Mary Parker, Specialist Addictions Nurse at the Valley Centre, High Wycombe, who was our November Exceptional Person. Mary's name was incorrectly printed in Insight Edition One 2013 and so she did not receive the full recognition that she deserved.

# Mandy awarded Queen's Nurse title

Mandy McKendry, Clinical Lead for Community Services, has been awarded the prestigious title of Queen's Nurse (QN) by the community nursing charity The Queen's Nursing Institute (QNI). The title of Queen's Nurse is not an award for past service, but indicates a commitment to high standards of patient care, learning and leadership.

Mandy was one of 57 nurses nationwide who were awarded the title at the charity's Awards Ceremony, held at The Millennium Hotel Mayfair, in London on 15 April. As a Queen's Nurse, Mandy will benefit from developmental workshops, bursaries, networking opportunities as well as a shared professional identity.

QNI Director Crystal Oldman said, *"Congratulations are due to Mandy for her success. Community nurses operate in an ever more challenging world and our role is to support them as effectively as we can. The QN title is a key part of this and we would encourage other community nurses to apply."*

Mandy, qualified as a nurse in 1983 and since qualifying has worked in a variety of services including community services, acute trusts and the private sector. She has undertaken her degree in geratology, which she completed in 2002. Mandy is currently the locality clinical lead for community nursing and community hospitals in south and central Oxfordshire. Her primary focus is driving up and leading the quality and standards of care for people within the Trust's community services. She is currently working on a project facilitated by the University of Worcester to improve the standard of care for people with dementia.

Mandy said *"I am proud and honoured to be awarded the title of Queen's Nurse. It is a reflection of my total commitment to care in the community and improving the quality and standards of that care for our patients. Being a Queen's Nurse enables me and the Trust as an organisation to access expertise, resources, support and development programmes to further enhance patient care."*

Congratulations Mandy on your award.



Mandy (left) receives her award

## Psychiatry trainees' audit published

Congratulations to some of the Trust's psychiatry trainees whose venous thromboembolism (VTE) audit has recently been published on the National Institute of Care Excellence's (NICE) shared learning database. The audit, which examined whether mental health inpatients are routinely assessed for VTE on admission, has also been automatically entered into the NICE annual shared learning award competition.

This is the result of the hard work of all the authors who helped develop and implement the audit.

Authors: Drs Hasanen Al-Taiar, Helen Lee, Panos Guinnapolous, Lois Evan, Charlotte Allan and Sohail Anjum (Quality and Audit Officer).

Well done to you all.

# Insight E-news Round-up

What you may have missed....

We circulate an e-news version of Insight, during the months when a full copy of Insight is not produced. Here you can see a summary of some of the recent stories.

## Cotswold House eating disorder unit rated as 'excellent'



The Royal College of Psychiatrists has said that Cotswold House Marlborough, an eating disorder unit based at Savernake Hospital, is 'excellent' in a report assessing the quality of the service.

The specialist unit that caters for up to twelve inpatients and four day patients takes patients from Wiltshire, Swindon, as well as from across England and the south of Wales, the majority of whom suffer from severe anorexia nervosa.

In 2012, Cotswold House Marlborough enrolled in a new national quality assurance programme called QED (Quality in Eating Disorders), run by the Royal College of Psychiatrists. The unit evaluated its own performance on a wide range of measures and sought feedback from patients and carers. A visit from an independent review team then took place and a detailed report followed, judging the unit against more than 400 standards.

Cotswold House Marlborough has been awarded the highest level of accreditation and judged to be 'excellent'.

## Heart2Heart shortlisted for HSJ Care Integration Award



We are pleased to announce that Heart2Heart has been shortlisted for a HSJ Care Integration Award 2013. Our TalkingSpace service and staff from our Community Services Division have been working with the Cardiac Service at Oxford University Hospitals Trust and have been shortlisted as a finalist in the Cardiac Care category.

This is a Department of Health funded pathfinder project for cardiac patients and is aiming to shine a light on the best way forward to treat people with both physical and mental health conditions.

## Young people's powerful film scoops award at star-studded bash

A group of young people from participation group Off the Record have made an award-winning film aimed at breaking some of the taboos surrounding mental health.



The five-minute film entitled *Not Just A Diagnosis* tells the story of a young woman facing up to life after being diagnosed with mental health problems. Around thirty teenagers were involved in making the film with professional production company Ideal films.

When the powerful film won the 'Best Film By Over 13s' category at the 2013 First Light Awards (a ceremony that celebrates the work of young talent throughout the UK), both the production company and the young film-makers were understandably delighted. You can watch the film here: <http://www.youtube.com/watch?v=L8iPRettD38>

## Age of Champions



On Monday 15 April our Functional MRI of the Brain team (FMRIB) hosted a screening of the award winning documentary, *Age of Champions*, at the Phoenix Picture House, Oxford. This inspiring and heart-warming film follows the story of five athletes including a 100 year old tennis champion, a team of basketball playing grandmothers, and even an 86 year old pole vaulter as they leap, run and jump their way to success at the Senior Olympics.

The FMRIB team is made up of staff from Oxford Health NHS Foundation Trust, Oxford University and the Oxford University Hospitals NHS Trust. The screening was in recognition of the volunteers who had taken part in the FMRIB's research study into the effects that physical activity has on the brain.

## Celebrating NHS Change Day



In celebration of NHS Change Day, the Crisis Services in Oxfordshire and Buckinghamshire hosted a visit from Emeritus Professor Tony Butterworth, Chair, NHS Institute for Innovation and Improvement and Chair, Foundation of Nursing Studies, and Kate Jones, Interim Director Safer Care, NHS Institute for Innovation and Improvement. The visit was in recognition of the work in the crisis services to reduce suicides.

If you would like to know more about any of these stories then please visit

<http://www.oxfordhealth.nhs.uk/news/> If you would like to subscribe to Insight E-news then please

email [wendy.samways@oxfordhealth.nhs.uk](mailto:wendy.samways@oxfordhealth.nhs.uk)

# Services improve healing rates

## Venous leg ulcer pathway pilot

A venous leg ulcer (VLU) is 'an open lesion between the knee and the ankle that remains unhealed for four weeks and occurs in the presence of venous disease' (SIGN, 2010). They affect 1-2% percent of the population and are more prevalent in older people. If not correctly managed, these ulcers remain unhealed leading to a negative effect on the patient's physical and mental wellbeing. This includes pain, infection, immobility, social isolation and depression.

In July 2012, 26 community nursing teams were involved in a project which aimed to improve the healing rates of VLUs. At the time of the pilot, the average wound duration (the age of the wound) for patients with VLUs was 12 – 18 months.

Two evidence based treatment pathways were developed with a focus on improving the health of the wound bed (the tissue within the wound), correct application of compression (the bandages used) and wound progression over a six week period. A target was set which aimed to have 70% of patients with a VLU healed within 24 weeks.

There were 77 patients involved in the pilot, who were each allocated to one of the two pathways. Teams were encouraged to use Patient Status at a Glance (PSAG) boards to communicate and monitor the six-weekly reassessment milestones.

At the end of the pilot, 71% who remained on the pathway healed within the 24 week timescale, 20% had improved by greater than 70% and 9% remained static. Interestingly, those teams who consistently used PSAG appeared to have the best healing rates.

Sarah Gardner, Clinical Lead for the Tissue Viability service said "These results are very encouraging and I want to thank everyone involved in the pilot for all their hard work, you should be proud of what you have achieved."

The pathway is due to be rolled out across the county in June and will become standard practice for venous leg ulcer management.

**The pilot has been published in Wounds UK: Gardner S (2013) Using treatment pathways to improve healing of venous leg ulceration. Wounds UK, 9 (1) 67 – 75 and in March the project won a runner up innovation award at the Journal of Wound Care awards ceremony in London. Julie Hewish (TVN) also won a runner up award for her work on wound infection and antimicrobials.**



**Pictured above left (third from left), Sarah Gardner and above right (centre) Julie Hewish, receive their awards at the Journal of Wound Care awards ceremony in London**

## Local community get green fingered

Our garden tidy up at Didcot Community Hospital by Selina Pratt

We started to look at our garden back in early spring as we are putting plans into motion to create a dementia garden. The garden will be designed to provide a safe and stimulating environment for all of our patients but particularly for those with dementia.

We then started to look around our large grounds and noticed that they had become rather over grown and untidy. We wanted to make the garden a nicer place for our patients to look out on to or spend time in and so myself and two colleagues agreed that we would meet up on a weekend in May to have a tidy up. As it was such a large task, we thought we would see if any members of the local community would be willing to spare some time to help us and so we put out a local advert asking for help.

We had a fantastic response to our plea for help - the local Rainbows 1st and 3rd Orchard section (a Girl Guide group for children aged 5-7) arrived and began weeding, cleaning furniture and sweeping leaves. A group of Air Cadets also supported us, sanding and re-staining the benches magnificently. We had so many helpful volunteers on the day, some of whom brought with them donations of doughnuts and sandwiches from the local bakery to keep all the volunteers going.



We were also over whelmed with all the donations of plants, pots and garden ornaments including, a bird bath and feeder. The patients are thrilled to be able to watch the squirrels and birds enjoy their new facility. There is still a lot of planting to do in the garden and we are also working on a vegetable plot where our patients can be involved. To be more self sufficient would be wonderful.

We hope from the pictures you can see the improvements and progress made so far, but please feel free to pop by at our summer fete on bank holiday Monday, 26 August, to see our work first hand.

We would like to say a big thank you to everyone who supported us with this project - we couldn't have done it without them.



Left: The garden before the tidy up. Right: staff and the local community have transformed the garden into a pleasant place to sit

# Cherwell Ward

## Therapeutic time and patient led activities focussed on music

by Caroline Buttolph

There is a lot of literature backed up with research about the efficacy of music as a therapeutic medium. On Cherwell Ward, at the Fulbrook Centre, Oxford, music has been regularly used as part of our group work programme. On a monthly basis Jonathan Todd, Methodist minister for Woodstock, has been coming to the ward to play his accordion and lead a singing session of old time songs ever since he was a trainee chaplain with us. When we run cognitive stimulation groups they always start and end with a song chosen by the patients who are in the group. The festivals throughout the year are marked by Christmas, Easter and harvest services with hymns and over the past year we have been delighted to welcome relatives of our patients with musical talents, harp, flute, and piano, to come and play for us in our lounge. The local primary school children also come in at Christmas-time to sing carols. The dementia concerts at Jacqueline Du Pre are another source of pleasure and one that patients and sometimes their carers/relatives attend.

This year has brought us even more opportunity to extend the provision of music with a six month placement of Rachel Smith, trainee music therapy student, who has written her own musical pathway reflection (please see opposite page). This has been enhanced with our securing the wonderful Philomusica musicians who visit hospitals to not just play to the patients but involve them in the music and the conducting as well as handling the instruments. Previously offering sessions at the John Radcliffe Hospital and at the Nuffield Orthopaedic Centre, we are delighted that this year they chose to include a mental health ward and came to do a series of four sessions for us which have now sadly ended.

Singing has become a widely recognised benefit to large groups of people who have never really tried it before apart from in the bathroom – just reflect on the impact of Gareth Malone and the Military wives choir. So come on all you Trust staff – how about forming our own choir?



**Members of Philomusica entertain the patients on Cherwell Ward**

# patients get musical

## Music Therapy

by Rachel Smith

Music accompanies us throughout our lives. At 23 weeks a foetus begins to hear sounds, from within and outside of the mother's body. It is also widely believed that hearing is the last sense to go in a person who is dying.

My name is Rachel Smith and I'm in my final term of training as a music therapist. My current placement is on Cherwell Ward at the Fulbrook Centre, where I spend one day a week working with older adults with acute mental health problems. Prior to commencing my training I worked with Caroline Buttolph, senior occupational therapist on Cherwell Ward, on the Soundbites project. This project sought to bridge the gap between inpatient care and outpatient care by providing a supportive, uplifting, and sometimes challenging weekly music group. Held in the beautiful Warneford Hospital Chapel (with the occasional retreat to the ward lounge when it got too cold), we (inpatients approaching discharge, outpatients recently discharged, OTs, HCAs and CPNs) would get together to sing songs both familiar and new, to listen and to play instruments, using activities that supported participants into active music-making and focussed on aims such as improving concentration, lifting mood, gaining confidence through trying something new, being somewhere different, and discovering new skills or re-discovering existing talents. It was a fantastic learning curve for everyone involved, and it was one of the reasons I decided to train as a music therapist.

By deploying the new skills and strategies I have acquired on the music therapy training, I am using different forms of practice. The use of improvisation is key, as is a detailed awareness of the elements and affordances of music that enable me to respond to a person musically, and initiate and invite musical contact. Once musical contact is established, changes can start to take place – either as the patient changes their own playing or as offered by the music therapist. These skills also mean it is possible to work with some of the most acutely ill patients for whom verbal communication is difficult or lacks meaning. As well as individual work I am also running a music therapy group that is open to everyone – staff as well. During this time we sing, play a range of tuned and un-tuned percussion instruments, and we improvise, sometimes all together. At other times, we take turns to have 'solos'; an opportunity to be heard by the group and for the group to listen and anticipate a return to the chorus. Just as in everyday life where we are in constant negotiation, compromise and relationship with others, this is so in music.

At any point during a treatment pathway, active participation in music-making has a lot to offer; Individual music therapy can enable a patient to realise their own resources, to work on particular aspects of their pathology through the music, and to help them see and experience themselves differently. Group music therapy can enable patients to build their confidence in group situations.

Someone's musical pathway can extend beyond their stay in hospital. It is possible to ensure patients continue to be able to access music – be that through further individual music therapy, or attending community-based singing groups run by organisations such as The Alzheimer's Society or Age UK.

# MSK Physiotherapy team say some fond farewells

Staff old and new from the Musculoskeletal Physiotherapy (MSK) service came together on 24 April to celebrate several notable individual achievements. The special lunch was arranged at the Wallingford Physiotherapy Department to recognise the voluntary help of two special ladies, Eve Barratt of Benson and Sylvia Ellis of Chalgrove who have been assisting the Musculoskeletal Physiotherapy service for many years.

Eve has worked at Wallingford for over twenty years and Sylvia at Watlington for ten years, always bringing professionalism to their role and a smile and warmth to the teams they have been part of. Unfortunately Sylvia was not able to attend on the day where a bouquet presentation was made along with a letter of recognition from Anne Brierley, Interim Divisional Director, Community Services Division, thanking the two ladies and acknowledging the value that volunteers make to our services and the patients that use them.



**Sue (centre) with her colleagues**



**Sue receives her Silver Spine Long Service Award**

At another gathering on a beautiful sunny day MSK staff also thanked and said their goodbyes to Sue Dawkins, South East Team Leader and MSK Physiotherapist. Sue, who was retiring from the service after 30 years in the NHS was presented with her retirement and long service awards along with other gifts, including the team's very own Silver Spine Long Service Award!

We wish Eve, Sylvia and Sue well for the future.

## New leavers and joiners section in Insight

Is one of your colleagues leaving the Trust for pastures new?

Do you have a new face in your team?

If you do then email [wendy.samways@oxfordhealth.nhs.uk](mailto:wendy.samways@oxfordhealth.nhs.uk) and we will feature them in Insight

# NHS South of England Clinical Fellowship

The Trust and NHS South of England supported Sarah Baines, Clinical Development Lead, Community Services Division, (pictured right) with a Clinical Fellowship to undertake research in to end of life care. The overall aim of the Fellowship was to equip and support emerging leaders to deliver improvements in the field of end of life care by building their leadership and improvement skills, ability to mobilise others and create energy for change.

Sarah's research aimed to examine how inappropriate admissions could be reduced for residents in nursing homes who were already identified as requiring end of life care. Sarah had the permission of eight homes to look at the education experience and needs of their nurses around end of life care and how nurses were supported with the education they needed to ensure residents' wishes to stay at the care home at the end of their lives were met.

The research concluded with the development of a guidance document to support nurses with residents, when in the position of having to make a decision to call the emergency services.

Following the development of this guidance and a care home toolkit for end of life care, produced by Sarah and colleagues from NHS South of England, Sarah was chosen with three other Clinical Fellows to present a poster about her research at the Institute for Healthcare Improvement (IHI) 24th Annual National Forum in Florida in December 2012. The conference theme was summed up by Maureen Bisognano, Chief Executive Officer of IHI who said: "When you come upon a wall, throw your hat over it, then go get your hat."

Sarah told us that the Clinical Fellowship has "helped me to develop project management and quality improvement skills and to think out of the box in relation to patient care needs, as well as identify areas of patient care that could be supported by further research. I would highly recommend a clinical Fellowship offered by NHS South of England as it offered many avenues for developing skills for patient care and career development."



## Do you like gardening?

Cherwell ward (an inpatient unit for older adult ladies) is looking for volunteers to help with the ward's courtyard and main garden in particular:

- general garden maintenance
- planting
- chopping
- digging

If you have some time to spare and can help the team then please contact Sophie on telephone 01865 738425



# Preceptor presentations

## Adult mental health services, Buckinghamshire

Over the last year the Mental Health Division has been hosting ten preceptors (registered mental health nurses and occupational therapists) giving them the opportunity to work at some of the Trust's services in Aylesbury, namely Portland and Kimmeridge wards and Mandalay House. As these were new posts, Natalie Cleveland and Christine Ah-Thion, ward managers, and Jeff Parker, modern matron, devised a specific programme to support each preceptor through their first few challenging months on the wards as newly qualified staff. Each session used real case studies and real experiences of their work on the wards and as the preceptors moved through the programme it became evident that they were able to demonstrate meeting their Knowledge and Skills Framework (KSF) core competencies much more confidently.

As part of their programme each preceptor was asked to undertake a service improvement project within their ward environment. These were:

- physical health observations - Thomas Redfern.
- the role of the security nurse - Emmanuel Chikukwa.
- in-house training on Mandalay House - Robson Mupandasekwa and Peiter Botha.
- improving the patient experience following control and restraint - Emma Cross, Leanne Gardiner and Laura Wicks.
- engaging effectively with carer - Laura Addison, Julie-Ann Grinter, Shola Shoyombo and Lauren Connelly.

A celebration afternoon to mark their achievements and their success in completing the programme was attended by a small group of peers and colleagues from the wards. Senior staff from the division and Stuart Bell, Chief Executive, were also invited to meet the preceptors and hear about their innovation projects:

The presentations were impressive and it is clear that the preceptors are really supporting their teams to provide the highest quality of care to our most unwell patients. We would like to extend a huge thank you and a well done to all of them for their commitment and dedication to patient care, and wish them the best of luck with their careers within the Trust.



**The preceptors and their colleagues**

# PALS volunteers needed

Do you like to speak to different people?

Are you a good listener?

Do you have an interest in helping the Trust to improve services?

If you answered yes to the three questions above, would you like to become a volunteer within the Trust?

The Patient Advice and Liaison Service (PALS) is here to listen to patients, their families and carers about their experiences of accessing and using the Trust's services. These may be positive or negative experiences. The purpose of listening to people who use the Trust's services is to be able to share with staff where things are working well, to identify where things could be improved and to address these. The PALS Team regularly visit each of the inpatient areas within the Trust to offer drop-in surgeries to give people the opportunity to tell us about their experiences.

PALS are currently looking for volunteers to support the team, by visiting inpatient mental health wards and community hospitals to talk and listen to patients, their families and carers about their experiences and feed this back to the PALS team to help improve services. Each volunteer will be supported and all visits will take place alongside a member of the PALS team.

The volunteer initiative is a six month trial which will be reviewed throughout the period to evaluate the benefits.

We are looking for volunteers from current community based patients, ex-patients, relatives, carers or members of the general public. If you are currently receiving care on one of the Trust's wards and would like to volunteer then we will help support you to do so once you have been discharged from the ward.



If you are interested in finding out more please contact Sarah Woods, Patient Experience Worker & PALS Assistant on telephone 01296 565529.

# The last word...

**Did you know...?** The Trust has it's own channel on You Tube where you can find films about the Trust and some of it's services. We have recently added some films featuring some of our patients and their carers talking about their experience of using a Personal Health Budget. To watch these films go to [www.youtube.com/user/OxfordHealth](http://www.youtube.com/user/OxfordHealth)

## Time for tea



Staff and patients at the Fiennes Centre in Banbury held a Nurse's Day celebration on 10 May with afternoon tea for staff and patient's together.

It was a lovely relaxed afternoon with lots of cake to go around and a good opportunity to sit and have a natter with patients. One of the patients provided lovely entertainment by playing piano for all to enjoy. Freebies of novelty pens and badges were given out and enjoyed by all.



## Congratulations to...

Amey Owen and Natalie Cusack who were seconded as Health Care Assistants to undertake the mental health nursing degree at University of Bedfordshire in 2010 and who both graduated this March.

Bernie Ennis, Occupational Therapy Technician, who was seconded to undertake the Occupational Therapy degree at Oxford Brookes University and graduated this month.

Members of the Smoking Cessation Team had a very successful day at the Grimsbury Festival, Banbury, engaging with smokers and discussing positive ways forward. Such as making their homes and cars smoke-free or helping them move a step further into contemplating a quit attempt.



## Harlow House Acute Day Hospital take part in Red Nose Day

The team held a coffee morning on 15 March to raise funds for this important charity. Patients made and decorated a variety of cakes for sale and there was a tombola. Staff and patients were encouraged to wear red and make a donation.

The day was well attended and a good time was had by all. Three members of staff decided to do "something funny for money" by daring each other to wearing something unusual. The team raised a total of £331.22. Thanks to everyone who took part.

