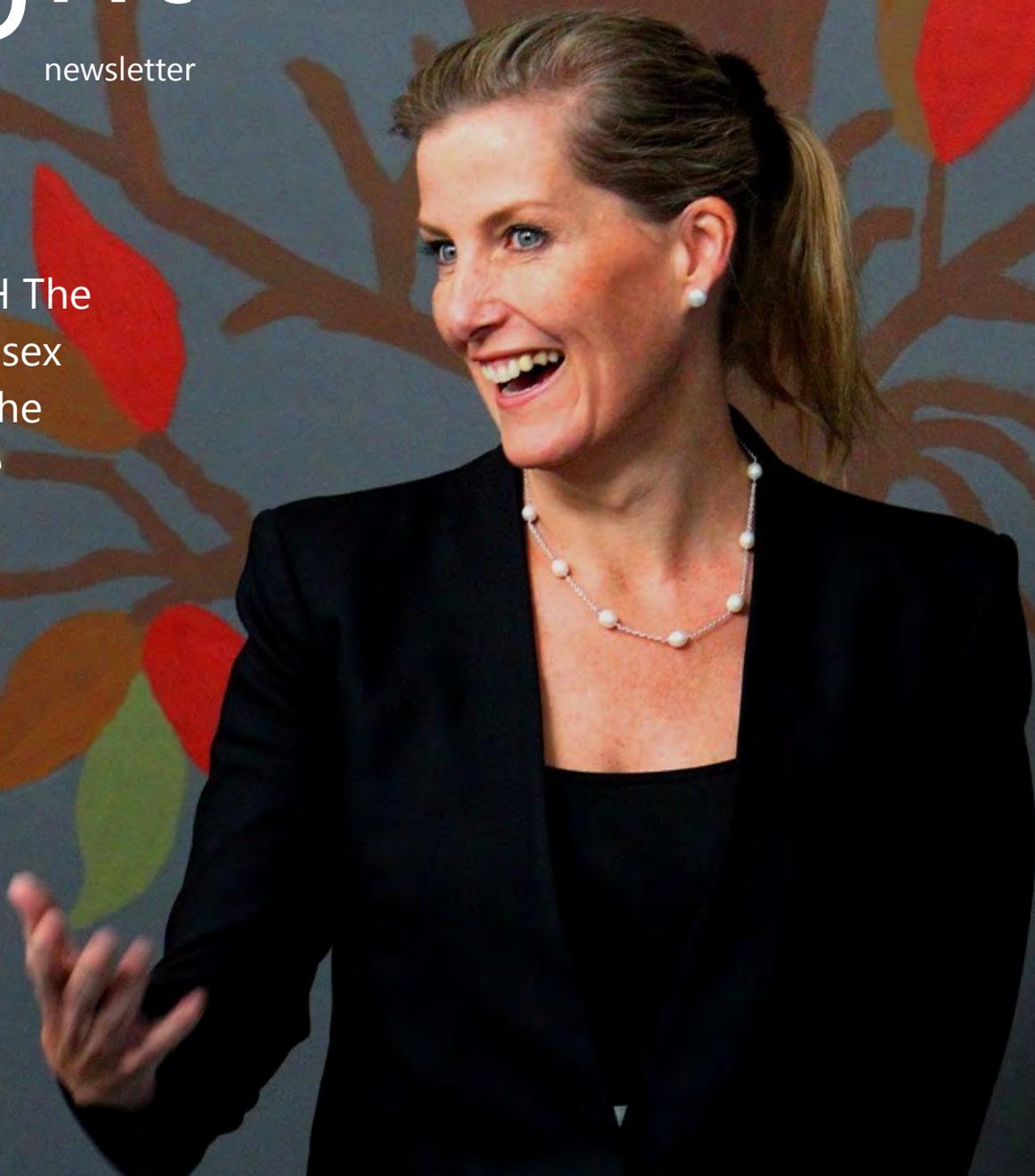


# Insight

newsletter

Inside Insight:

Cover story: HRH The Countess of Wessex officially opens the Whiteleaf Centre



New 'patient passport' launched by trust for vulnerable service users



Second annual Patient Safety Conference hailed a success



Improving Care: the five key questions



## Welcome from the chief executive

Welcome to the latest and final edition of Insight for 2014. Looking back over the year's previous editions I was struck with how many important visitors we have hosted during 2014 – HRH The Countess of Wessex, the Prime Minister, the minister for care and support, local MPs and even international delegations from places like Hong Kong. These important visitors show how much the NHS is valued in this country and even seen across the globe as a service that has much to be admired and emulated. Our trust is an important part of the wider NHS system as we provide a wide range of services to many people and often to those who are the most vulnerable in society. So, it is gratifying when we host visitors, to be able to explain to them what we do to help people through their times of need and to ensure our colleagues are recognised for the valuable work they do.

Alongside these visitors, during the year we have equally important people interact with us on a daily basis – those who we treat and care for and their families, friends and carers. Over the course of the last year we had 1,117,940 face-to-face appointments with people and we also had 217,642 occupied bed days. These numbers show how busy we all are in meeting the needs of our communities and we know that the level of demand continues to increase. We can expect these numbers to continue to grow. That is why I think NHS England's Five Year Forward View is an important document; we need to take account of its vision for the NHS and grasp the opportunity it provides for us to work with partners to develop solutions to meet our local needs even more effectively. We have already started to do this in our trust, for example by developing emergency multidisciplinary units at our community hospitals to treat people closer to home and reduce emergency admissions to A&E. We are also working with third sector partners and our commissioners to develop innovative mental health services that deliver outcomes which are more meaningful to the people using them. In 2015, we plan to say more about what else we can do to meet the vision of the Forward View and ensure that every one of our appointments and contacts is of benefit to patients, service users and their carers.

I hope you enjoy reading this Insight. I would like to wish you all a prosperous new year for 2015, and thank you everyone for your dedication during 2014.

Best wishes, Stuart

# Insight

## Insight E-news

Do you want to keep up-to-date with our news more regularly? If so, why not subscribe to Insight E-news and we will send you our regular bulletin by email. To subscribe please email [christopher.kearney@oxfordhealth.nhs.uk](mailto:christopher.kearney@oxfordhealth.nhs.uk)

## 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 **30 January**. Articles may be subject to editing.

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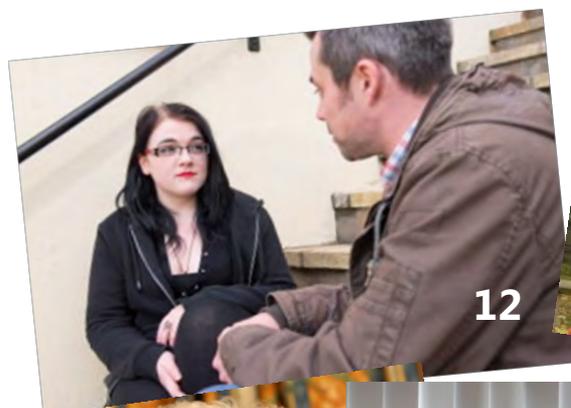
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Insight is the newsletter of Oxford Health NHS Foundation Trust, providing news and updates to our staff, patients, service users and carers, GPs and the public.

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## *Knowing Me:* trust develops new 'patient passport' for vulnerable service users



**Oxford Health NHS Foundation Trust and Oxford University Hospitals NHS Trust have produced a new 'patient passport' to aid vulnerable patients throughout their care and across different organisations.**

The *Knowing Me* 'passport' is filled in by the patient's carers and will contain important information about the patient, which will make their care more personalised and comfortable.

Mental health nurse Emma Hawk, who works for Oxford Health NHS Foundation Trust and who led the project, said: "We wanted clear information about the person, their likes and dislikes for example, 'Do they like sugar in their tea? Would they prefer a bath or a shower?' It was important that the form was simple and not like a clinical document. We wanted *Knowing Me* to be suitable for a range of patients, including those with dementia, learning disability or other communication difficulties."

Liz Wright, deputy chief nurse, Oxford University Hospitals NHS Trust said: "We are really pleased to have developed this simple but effective tool that nurses and other health care professionals can now

use to understand the specific needs of the patient they are caring for, as well as enabling them to provide a consistent approach to care that is familiar to that person and their carers."

*Knowing Me* was developed after a team of clinicians received funding to attend dementia leaders courses run by the University of Worcester. The team, which comprised general nurses, mental health nurses, district nurses, occupational therapists and physiotherapists, piloted the new passport across inpatient areas and community hospitals at the two trusts. Patients and their families praised the form's simplicity, accessibility and ability to take a snapshot of someone's everyday routine.

The *Knowing Me* patient passport has received an award from the University of Worcester. The Hennell Award, in memory of dementia sufferer Brian Hennell, was presented to Emma at the university's graduation dinner on 20 November.

If you would like to know more about the scheme then you can contact Emma via email: [Emma.Hawk@oxfordhealth.nhs.uk](mailto:Emma.Hawk@oxfordhealth.nhs.uk).

# Improving Care: the five key questions



**In Oxford Health NHS Foundation Trust we are further evolving the way we all work together to continue to improve care.**

Therefore, the trust is looking at our services and asking the key questions that we know matter most to patients.

These questions reflect the Care Quality Commission's (CQC) new 'fundamental standards' for measuring quality and safety which the CQC uses for monitoring, inspecting and rating trusts. They ask, simply:

- **Are we safe?**
- **Are we caring?**
- **Are we effective?**
- **Are we responsive?**
- **Are we well led?**

The idea behind this new approach supports our core values of being caring, safe and excellent and the trust hopes staff will find these useful ways to think about the services and care they provide.

"Our teams are justly proud of what they do and in asking these questions we have the opportunity to review our practice and learn from each other," said chief executive Stuart Bell.

"Over the coming months there will be a real drive to open up discussion with each other, patients, carers and the public about what we are doing well, how

we are learning and how we are addressing areas for improvement.

"Our aim, as always, must be to look together at how we can continually provide better services for our patients and the public."

The five key questions will help staff to think further about the quality improvements we are trying to deliver in all the care we provide.

And as part of this, the aim is for staff to ask these questions of themselves, their teams and colleagues and the people they care for.

Ros Alstead, director of nursing and clinical standards, said she felt these simple questions could have a big impact on the care the trust provides.

She said: "These are questions that, if asked in depth, could profoundly shift our perspective on how we are doing what we do every day."

Stuart Bell added: "We know as a trust that we will be inspected by the CQC at some point in the future and when we are, staff will be given notice of this.

"But by aligning our approach with their fundamental standards, which reflect our own core values of being caring, safe and excellent, we ensure that our ongoing improvements are easily understood in any future inspection."

Staff can find more information on this by visiting [Improving Care: 5 Questions \(IC5\)](#) on our intranet.

# HRH The Countess of Wessex officially opens state-of-the-art Whiteleaf Centre



HRH The Countess of Wessex unveiled the plaque with trust chief executive Stuart Bell CBE

## The trust's new £42.8m purpose-built facility for mental health care in Aylesbury has been officially opened by Her Royal Highness The Countess of Wessex.

Her Royal Highness The Countess of Wessex was given a tour of the new facility by trust chief executive Stuart Bell and other key staff involved in

the development of the unit.

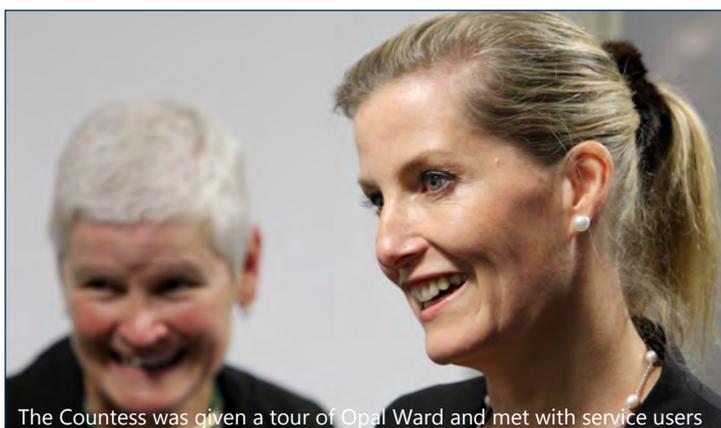
Meeting staff and patients on Opal Ward, a mixed-sex rehabilitation ward with 20 beds, The Countess learned about the activities and therapies provided that aim to help people on their way to recovery from serious mental illness.

Chief executive Stuart Bell CBE said: "We were delighted Her Royal Highness The Countess of Wessex was able to join us to open our new building. "The Whiteleaf Centre offers state-of-the-art facilities for mental health care and it is fantastic the centre is now open and serving the community of Buckinghamshire."

The Countess was also shown the nature-inspired artwork that adorns the walls and decorates some of the windows of the building.

The artwork was created by artists, in close partnership with service users.

The tour was followed by a visit to meet some of the



The Countess was given a tour of Opal Ward and met with service users

community-based teams located at the centre, where The Countess was shown around by unit manager Joseph Madamombe.



Joseph Madamombe showed The Countess the community teams

The event provided a good opportunity to acknowledge the hard work of the team that helped to deliver the project.

Trust chairman Martin Howell added: "Today is the culmination of nine years of hard work by our staff



Members of the Whiteleaf Project Board who met with The Countess

and this new building is a fantastic achievement that we were able to deliver on time and under budget." Ros Alstead, director of nursing and clinical standards, who was one of the key project leads behind the development of the centre, said: "The Whiteleaf Centre is the centrepiece of the larger Buckinghamshire Health and Wellbeing Campus, which brings together a spectrum of treatment and therapy services for adults and older people across its four wards.

"The centre sets a new standard for 21<sup>st</sup> century mental health facilities and is designed to offer patient care for those with mental illness in Buckinghamshire."



The Countess stands in front of some of the artwork

The Whiteleaf Centre is a high-quality facility providing mental health care for people in Buckinghamshire. Incorporating four inpatient wards, day hospital facilities, and providing a range of outpatient treatments, the centre opened its doors to patients in February 2014 and cost £42.8m.



# Prime Minister's tree gift to Witney Community Hospital

**Prime Minister David Cameron was so impressed by the gardens at Witney Community Hospital during a previous visit that he has donated a tree to show support to the volunteer gardeners who look after this important therapeutic space.**

Mr Cameron said: "I was really amazed by Witney Community Hospital's gardens and by the volunteer gardeners who tend them when I visited here in June. I wanted to mark that by donating this tree. I know it is going to be in safe hands and hope it contributes to these beautiful gardens enjoyed by patients, visitors and staff."

Volunteer gardeners Janet Bouillin, Sally Kerr and Diana Blackman give their time and expertise to tend the hospitals' two gardens. The tree, a sweet gum (Liquidamber), was sourced from a local nursery and is planted in the main hospital garden which is for patients, visitors and staff.

Janet Bouillin said: "All three of us really enjoy working in the hospital gardens and have strong views on the importance of attractive green space for wellbeing and recovery."

The garden was created in 1996 from a legacy from Mrs Palmer and from donations from various patients and friends.



David Cameron and trust chairman Martin Howell with volunteers from Witney Community Hospital

# Minister hails “inspirational” TalkingSpace

**Minister for care and support Norman Lamb visited TalkingSpace in Oxford on 28 November. He described the talking therapies service for people with anxiety, depression and other common mental health difficulties as ‘inspirational’.**

The minister visited the service to learn more about how it delivers treatment to around 7,500 Oxfordshire residents each year. He said: “It’s a fantastic service, a great collaboration between Oxford Health NHS Foundation Trust and Mind, providing a service to an enormous number of people across Oxfordshire who have anxiety or depression.

“We’re now reaching people who just a few years ago weren’t getting any help at all and now they’re getting access to a service that can literally help them recover completely.”

June Dent, consultant clinical psychologist and clinical lead for TalkingSpace and Patrick Taylor chief executive of Oxfordshire Mind, welcomed the minister to the service and took him on a tour of the centre where he chatted to staff about their work. Speaking to the press afterwards, Norman Lamb again praised the service and called for mental health to be given equal status to physical health.



Minister for care and support Norman Lamb talking with staff

## Praise for Highfield Unit following DOH visit



**The Highfield Unit Oxford has been praised by Jean Christensen, professional officer for nursing and midwifery and care at the Department of Health, following a visit to the adolescent mental health inpatient unit.**

“What I particularly liked about the Highfield,” she writes in her Department of Health blog, “was the involvement of the young people themselves in the running of the place, which is after all a temporary home for them.

“This ranges from involving the young people in the design of their surroundings to interviewing new staff.

“There is a morning meeting each day in which the staff and young people discuss the day ahead. This includes a strong focus on the positives while also acknowledging things that are going to be challenging.

“The facilities are unlike anything that I have ever seen in NHS provision, but one young person summed up for me in just two words what she felt the best thing was about the Highfield. She simply said ‘the staff.’”

# News in brief..

## **In summer 2014 the Thames Valley Forensic Mental Health Service relaunched its vocational work scheme.**

The new scheme provides meaningful work preparation skills and education opportunities for individuals suffering from mental illness through engagement in real work. After a service user competition the scheme was named The Employment Skills Scheme (TESS).

As part of the new scheme individuals have access to free nationally recognised Access Progress Transform (APT) qualifications which increase their employability in the future and provide a boost to self-esteem.

Under TESS the service users of Woodlands House, a low-secure mixed forensic ward in Aylesbury have created a car washing business open to the general public.

One service user involved in the scheme said: "It has given me confidence to get back into a work environment."

The car wash takes place on a Thursday each week between 2pm and 4pm in the lower Woodlands House car park in the Buckinghamshire Health and Wellbeing Campus on Birtton Road, Aylesbury, HP20 1EG and is open to all for a cost of £5.

For more information contact Rob Wilson on [Robert.Wilson@oxfordhealth.nhs.uk](mailto:Robert.Wilson@oxfordhealth.nhs.uk).



Activity support worker Neil Grinyer with staff nurse Christine Roche

## **The team at the Sapphire Ward of the Whiteleaf Centre in Aylesbury has found success with its gardening workshops.**

With the support of staff and management, service users have been encouraged to spend time outdoors, growing vegetables and maintaining the appearance of the garden.

The produce has been displayed in the main reception area and staff and visitors alike have made donations for the continuation of the project, with enough money raised this year to supply Sapphire Ward with enough seeds to be

able to continue developing the garden next year.

The team would like to take this opportunity to thank everyone who has supported and donated to the project.

Activity support worker Neil Grinyer said: "Caring for plants has been seen to have a beneficial effect on a person's mental health and wellbeing when used as a purposeful activity. It can enhance a person's wellbeing and quality of life."

# News in brief...



L-R: Tracy Gaffney, Kavita Biggin and Christine Springate

## **In October we welcomed the public, staff members and stroke patients to Witney Community Hospital for a talk about lifestyle changes following a stroke.**

As part of the trust's Health Matters series, Tracy Gaffney, Kavita Biggin and Christine Springate from our stroke services gave two talks about nutrition and communication following a stroke.

Christine, stroke service speech and language therapist, looked at the way people communicate and how embarrassing and frustrating it can be when we are unable to understand someone. The talk included videos of a young stroke patient and her journey over the past few years with aphasia, a communication disorder that affects around one third of stroke patients.

In the second part of the talk Tracy and Kavita, stroke services dietitians, delivered a presentation about diet after stroke and busted some of the myths around recommended salt and fat intakes. The audience were invited to view some popular food items, where many were surprised to see very little difference in salt between white and brown bread. Tracy and Kavita explained that diet after stroke should be balanced, aiming to eat a "rainbow" of fruit and vegetables, and advised people to be aware of hidden salts in processed foods and decrease their intake of saturated and trans fats.

Our stroke service specialists work with inpatients who have been referred to the service via their consultant. For more information about stroke and useful links, please visit [www.nhs.uk/conditions/Stroke](http://www.nhs.uk/conditions/Stroke).

## **Didcot Community Hospital's League of Friends has won an award for best community fundraising campaign.**

In November, members of the League of Friends were invited to attend a ceremony for the sixth annual Business and Community Awards where they won the award for the category 'Best Fundraising Innovation/Campaign'.

The ceremony was held on Saturday 15 November and was attended by 30 shortlisted nominee organisations, local dignitaries and business leaders. Twelve awards were presented on the night and all winners received a certificate and £100 prize money.

Member of the League of Friends Selina Pratt said they were "delighted" to have won the award, which is given to community groups or charities for creative and innovative ideas that generate funds for local organisations.



Members of the League of Friends with their certificate

## Safeguarding hubs launched in Oxfordshire and Buckinghamshire



**Agencies from Oxfordshire and Buckinghamshire have collaborated to form specialist safeguarding teams, dedicated to protecting vulnerable adults and children.**

The multi-agency safeguarding hubs (MASH) will make sure public organisations work together as closely and quickly as possible to ensure that children and adults who are at risk are kept safe. The co-locating of key safeguarding agencies will enable earlier identification of risks to vulnerable people in a more co-ordinated, effective and timely

manner. This will in turn contribute to improved outcomes for children and vulnerable adults.

Based at Aylesbury Police Station, the Buckinghamshire MASH, which officially began operating on 22 September, has staff from the police, health, children's social care and adult safeguarding team.

The Oxfordshire MASH project has been led by a multi-agency steering group, chaired by the assistant chief constable of Thames Valley Police. The group includes representatives from adult and children's social care, health, trading standards, the fire and rescue service and the probation service.

## Building skills: Clinical Education Suite and Skills Lab officially opened

**After several months of hard work the Clinical Education Suite and Skills Lab was officially opened by chief executive Stuart Bell.**

The Clinical Education Suite and Skills Lab was a joint working partnership and merger of two projects, which allows the development of skills, confidence and knowledge of all Oxford Health NHS Foundation Trust (OHFT) employees within their clinical practice.

Craig Barlow, clinical practice educator, said: "I would like to take this opportunity to thank all those who attended this opening morning and for the ongoing support in this growing and exciting educational development.

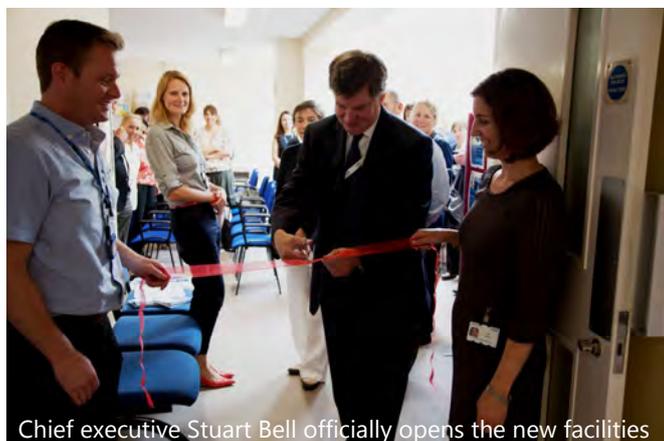
"I would also like to give a special thanks to one of the students, Sally Taylor, from the Urgent Care Centre, who created a masterpiece cake for the opening, with the trust and University of West London emblems on. Stuart Bell kindly did the honours of cutting the cake and it was enjoyed by all."

As part of this project OHFT is now fully accredited by the University of West London to provide modules at Level 7 (master's).

For further details on any of these modules please email [Craig.Barlow@oxfordhealth.nhs.uk](mailto:Craig.Barlow@oxfordhealth.nhs.uk).

The Clinical Education Suite and Skills Lab is available for personal and group bookings with a clinical skill focus. The skills lab has a variety of different clinical manikins to support and develop individual or group learning needs in a relaxed and supported environment.

To make use of this facility then please email your requests to [clinicalskillslab@oxfordhealth.nhs.uk](mailto:clinicalskillslab@oxfordhealth.nhs.uk).



Chief executive Stuart Bell officially opens the new facilities

## Volunteering in the trust

The Patient Advice and Liaison Service (PALS) has been running a volunteer initiative for just over a year now. We currently have seven volunteers who actively go onto older adult and adult mental health wards. We also have a volunteer who goes to a forensic ward and someone who visits a community hospital.



We are now in the process of recruiting further volunteers and hope to be able to take on another four volunteers over the coming months.

The aim of the volunteer initiative is for someone who does not work for the trust to listen to service users and their families or carers' experiences of our services. This could be anything from first impressions of the ward, do they feel staff listen to them, what they feel about the routine of the ward or have they been happy with the care provided.

The volunteers receive positive comments and compliments as well as areas for improvement. All feedback received is shared with ward staff and, where possible, actions are identified to make improvements.

Over the past year a number of improvements have been made through our volunteers meeting with service users. These include:

- Due to service users drinking directly from milk cartons a request was made for a jug to put a stop to this happening. The ward ordered a jug and the problem has been resolved.
- It was raised there were not enough cups on a ward for patients to use for hot drinks and they would then have to use thin plastic cups. More plastic mugs were ordered and housekeepers have been advised to keep a stock of these.
- A service user said they would like more options for vegetarian meals to be provided. A member of staff worked with this service user to devise a new menu.
- Service users requested that the activity timetable was reviewed and new activities provided on some of the wards. This has now been completed.
- A service user asked if there was a map of the main hospital to give a better insight of where departments and buildings were on the main site.
- Large print books were provided to a ward at the Whiteleaf Centre after being requested by a number of patients.

If you are interested in finding out more about being a volunteer or what the initiative has achieved please contact Sarah Woods, patient experience worker and PALS assistant on 01865 901274.

## Caring, safe and excellent: staff turn out for awards

### More than 130 members of staff turned out to celebrate their success at the Vocational Qualifications Award Ceremony.

The event, held on 28 July, was to mark our staff's successful achievement of qualifications over the past two years.

Family and friends were also there to help staff celebrate the occasion as David Slingo, head of learning and development, opened the event by paying tribute to all the hard work done to achieve the qualifications.

He went on to highlight the increasing diversity of opportunities for staff to undertake development, all of which supported the trust's values of being caring, safe and excellent and making a difference to patient care.

Chief executive Stuart Bell delivered a short speech before passing over to the chairman of the trust Martin Howell to hand out the awards.

Sarah Cripps, managing director of Salad Skills Ltd, who sponsored the awards, introduced the Personal Achievement Award, to celebrate an individual who had not only completed a programme of learning, but where that learning had made a difference.

Five members of staff were shortlisted for the award and those highly commended were: Jan Davidson, administrator in district nursing in Chipping Norton; Sharon Chandler, a health care support worker at Wallingford Community Hospital; Latham Watson, a rehabilitation officer with Chiltern AMHT, and Oseyoma Okiti, a domestic supervisor at Didcot Community Hospital

The eventual winner was Deborah Holman, an administrator at Witney Community Hospital. A big well done to everyone!

For more information on the vocational qualifications and learning opportunities available please contact Sandra Scott, vocational development lead, on 01865 902247.

## Recognising our exceptional staff



We expect all of our staff to be exceptional, however, with the Exceptional People Awards, we make a point of rewarding a team or individuals who have been nominated by patients, carers, public, or colleagues, as having 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 visit our website: [www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/](http://www.oxfordhealth.nhs.uk/about-us/getting-involved/awards/).

Or, you can contact Sarah Ayyub in the communications team:

Email: [Sarah.Ayyub@oxfordhealth.nhs.uk](mailto:Sarah.Ayyub@oxfordhealth.nhs.uk)

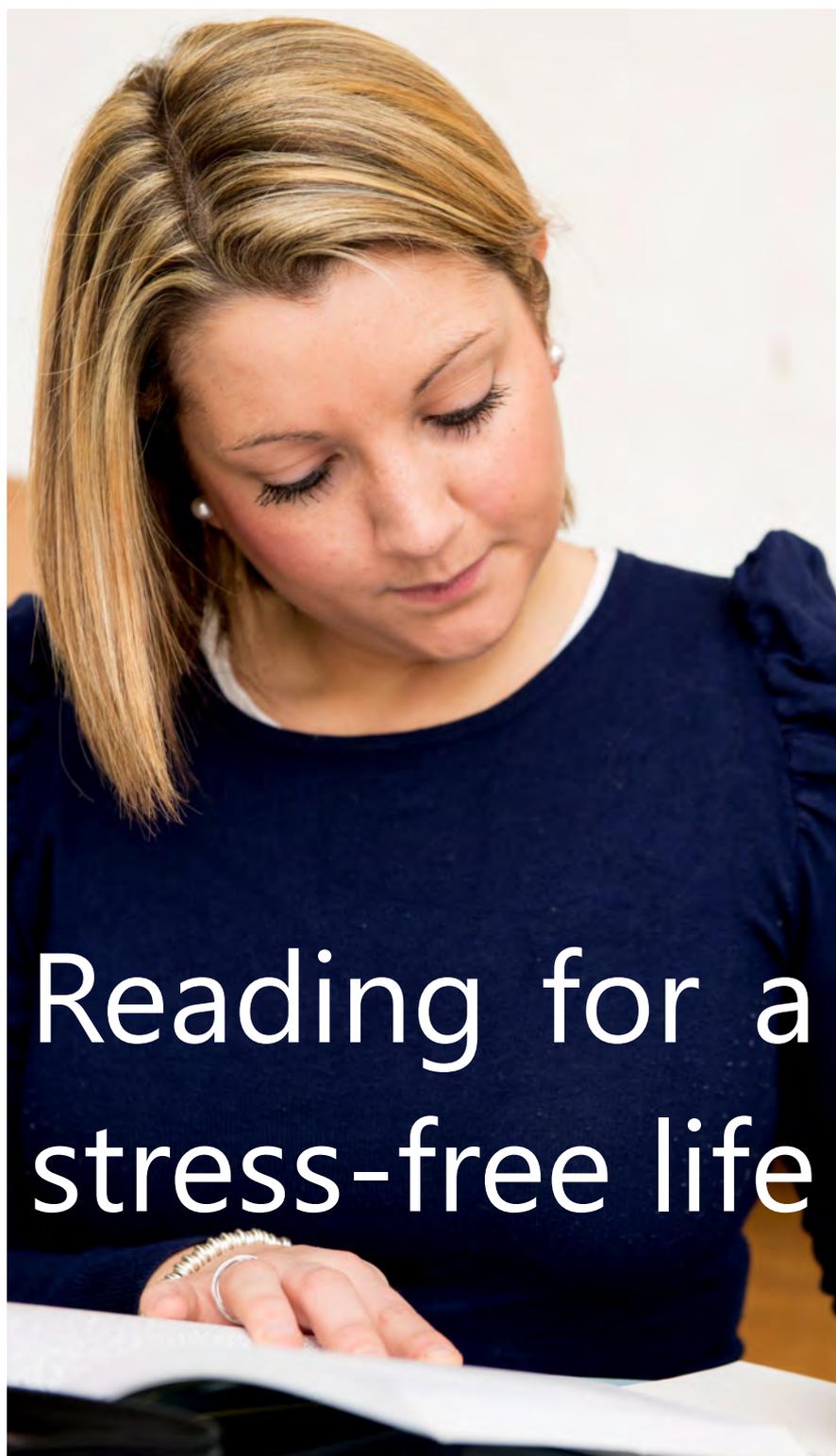
Telephone: 01865 902 068.

### Our exceptional staff are:

Max Wright, activity co-ordinator at Vaughan Thomas Ward, Warneford Hospital

Joe Gibbons, occupational therapist at Vaughan Thomas Ward, Warneford Hospital

Holly Panting, office manager for Oxford City and North East Oxon AMHT at the Neill Unit, Warneford Hospital



## Reading for a stress-free life

**Suffering stress? Trying to manage your anxiety? Wanting to deal with depression? In Buckinghamshire, your family doctor might just prescribe... a library book.**

A series of 'self-help' volumes aimed at giving people health and wellbeing survival skills and providing guides to recovery may be just what the doctor ordered.

Around 800 'books on prescription' have been available at five of the county's 29 libraries for the past seven years in a partnership with Healthy Minds – Buckinghamshire's talking therapies service.

People would visit the library with their doctor's prescription and the librarian would produce the book, on request.

But now, says reading development manager Julia King, it is time to take these books 'off prescription', and put them on the shelves to make them more widely available.

"We've had such a strong interest from people who've heard about these self-help books, that we think it's time to make them available to everyone, with or without a prescription," said Julia.

The county library service unveiled its 'open access' plan in October, making these books available at all 29 libraries, at a special briefing for health practitioners at High Wycombe Library. This also marked the addition of another 1,000 books funded jointly by Buckinghamshire County Council and Healthy Minds.

Cabinet Member for Community Engagement Martin Phillips said:

"These are really good, free, resources for people who find themselves in these kinds of difficulty, and I'm pleased that we're opening the way to help more people to cope and even overcome these health obstacles." He said figures had shown a 65% recovery rate for people using the Healthy Minds service which includes 'prescribing' titles from the books on prescription collection.

Residents can still get hold of these books at any Buckinghamshire library or if they need extra help or support by contacting Healthy Minds on 01865 901600 or [healthy.minds@oxfordhealth.nhs.uk](mailto:healthy.minds@oxfordhealth.nhs.uk) or visiting [www.healthymindsbucks.nhs.uk](http://www.healthymindsbucks.nhs.uk).



Chief executive Stuart Bell opened the second annual Patient Safety Conference

### Staff from across the trust attended the second annual Patient Safety Conference in November.

The theme of the conference was "Developing Harm Reduction Approaches in Patient Care" and was chaired by Dr Clive Meux, the trust's medical director. The keynote speech was delivered by chief executive Stuart Bell.

Other speakers on the day included Professor Charles Vincent, who gave a presentation entitled "Patient Safety: Evolution and Progress" and Dr Michael Holland, associate medical director at South London and Maudsley NHS Foundation Trust presented the harm reduction work they have been doing to successfully reduce violence on acute adult inpatient mental health wards.

Julie Connell, programme manager for Safer Care, who helped to organise the event, said: "This event was all about staff from across the trust coming together to think about the things we can do to enhance the already high quality of care we give to those who use our services.

"There were some excellent presentations that informed and educated and I think for those that came along, there will have been a lot of good

## Patient Safety Conference hailed a success

practices and ideas that can be taken away and applied to the areas they work in."

Some of the other presentations on the day included one on a project undertaken on inpatient wards to reduce harm from falls, work done by staff on Allen Ward at Warneford Hospital to increase the number of patients returning to the ward safely and on time after leave and a project on Watling Ward to reduce the number of incidents of violence and aggression.

If you would like any further information about any of the above projects or information about other presentations made on the

day, please contact Safer Care programme manager Julie Connell via email at [Julie.Connell@oxfordhealth.nhs.uk](mailto:Julie.Connell@oxfordhealth.nhs.uk).

Thomas Joiner, professor of psychology from Florida State University held a seminar entitled "Suicide prevention is everybody's business – how can we better understand it?", at which he introduced his interpersonal theory of suicide.

Dr Joiner spent three days in Oxford delivering lectures to NHS staff, including around 80 members of staff from OHFT.

Karen Lascelles, the trust's suicide prevention lead nurse, said: "The trust has embraced the interpersonal theory of suicide and is supporting its use in training and reflective practice and as a learning tool for critical incident reviews.

"It is expected that work will commence in the new year within the Safer Care team to support clinical teams to embed the interpersonal theory in assessment and communication processes."

For further information about this work or if you are interested in receiving training on the interpersonal theory of suicide please contact Karen Lascelles via email at [Karen.Lascelles@oxfordhealth.nhs.uk](mailto:Karen.Lascelles@oxfordhealth.nhs.uk).

## Helping to care: unique workshop designed to help those caring for people with eating disorders



Left to right: Dr Anne Stewart, consultant psychiatrist; Sue Price, family therapist; Joel Hawkins, clinical nurse specialist; Dr Sonia Bues, clinical psychologist; Julie Cottrell, specialist social worker

**The trust has been pioneering a workshop across Oxfordshire, Buckinghamshire and Wiltshire to support carers to help their loved ones overcome eating disorders.**

The Oxford Health Carers' Workshop, which have been held throughout the year and most recently in November, saw carers from both adult and child and adolescent mental health services (CAMHS) coming together to share their experiences.

The workshops began back in October 2013, springing from research done by South London and Maudsley NHS Foundation Trust (SLaM).

Clinical nurse specialist Joel Hawkins said: "The workshop has a number of unique features, delivering specialist skills training to

carers across Oxfordshire, Buckinghamshire and Wiltshire eating disorder services.

"As the illness can emerge and persist at any stage of life it focuses on both adult and CAMHS presentations and looks at how the carer can respond.

"It's a truly multidisciplinary approach with five different fields involved in the day, which means the learning from the day is both rich and expert."

Such has been the success of the workshop that it was presented at the BEAT International Conference in eating disorders in March of this year and some of the team attended the national carers' conference in November to outline their work.

## Finally - success for Dr Lyon at Marlborough House

**Back in May 2011, Insight published an article about the toils of fitness instructor Rob Lyon at Marlborough House in Milton Keynes.**

For the past few years Rob has been working on his professional doctorate in health psychology which he has now achieved. The doctorate requires the development and submission of evidence for competency in teaching and training, consultancy, professional skills, interventions and research.

"Most of the work required was fairly straightforward to provide," said Rob, "but the research component was a bit of a headache because the forensic environment, and its necessary security measures, doesn't lend itself easily to conducting research of any kind."

Rob's thesis involved exploring the utility of motivational interviewing in the forensic mental health setting to encourage greater participation in physical activity, the outcomes of which were really positive.

Rob explained: "Working through the doctorate was a real struggle at times, mostly because you feel you're really on your own with it all, which to some extent is the nature of doctoral work, I suppose.

"But my manager and the team at Marlborough House were very supportive and the trust part-funded the first two years. So I really want to thank Oxford Health NHS Foundation Trust, Elley Livett, and everyone who supported me toward my eventual qualification as a health psychologist. Sorry it took so long!"



Dr Rob Lyon in his robes at his graduation ceremony

## Making Every Contact Count: new project promotes healthier lifestyle choices



We all want our patients and service users to be as healthy and happy as possible.

It is this idea that is at the heart of Making Every Contact Count (MECC), a campaign being launched across the trust at the beginning of next year.

The approach aims to help staff identify opportunities to talk to patients and service users about their wider lifestyle choices and to respond effectively.

Tessa Slater, programme facilitator for the project, said: "By including lifestyle choices in our consultations, we can give patients and service users opportunities to consider changes to improve their physical and mental health.

"It's not about adding to staff workloads or asking staff to become experts. It's about recognising opportunities to explore patient and service user's lifestyle choices and to signpost on, or give brief advice if appropriate."

Research has shown that 30 seconds to three minutes of brief personalised advice can be as effective as larger interventions.

People who maintain a healthy weight, take regular exercise, drink within recommended limits, do not smoke and have a good mental wellbeing can live on average 14 years longer than those who do not.

"The aim is to empower not just our staff but our patients and service users, and in doing so give them the confidence and support they need to make changes that can have a profound effect on their lives," explains Joanna Atkins, senior programme manager for the project, "this really is an approach which advocates patients as their primary source of care - invaluable if we are to continue to provide excellent care in an increasingly challenging healthcare climate."

For more information and resources to help you carry out MECC in your workplace, contact Gemma Jenkins: [Gemma.Jenkins@oxfordhealth.nhs.uk](mailto:Gemma.Jenkins@oxfordhealth.nhs.uk). Look out for the campaign at the beginning of next year.

## On the move - Oxford's City Hospital site relocates



### Patients to reap the benefits of move to new home on Churchill site

**Patients at Oxford City Community Hospital are to enjoy an enhanced environment and better access to treatments as the facility moves to a new home on the site of the Churchill Hospital.**

The newly refurbished unit at the Fulbrook Centre is run by Oxford Health NHS FT in the grounds of the Churchill Hospital. It was previously located on the seventh floor of the John Radcliffe Hospital. Patients will now all be able to enjoy the privacy of a single bedroom with views of a garden backing onto a golf course, as well as easier access to specialist therapy services.

Artwork throughout the unit has been specially commissioned to enhance the wellbeing of patients, which are mostly elderly and are referred to the hospital for rehabilitation or end-of-life care.

The facility has been designed and decorated in line with the principles of 'Dignity Plus', as part of a Department of Health national project to deliver improvements in caring and healing environments for people living with dementia in Oxfordshire.

The new City Hospital is also located next to specialist older adult mental health teams operating from the Fulbrook Centre. This will increase the opportunities for older people's mental and physical health teams to share expertise and resources.

Karen Campbell, head of community hospitals for the trust, said: "We are excited to be moving our City Hospital into this new environment, which will offer many benefits for patients.

"Not only are the surroundings more pleasant, and more likely to help people on the way to recovery, but the co-location of these services with older adult mental health services means that we will be able to exchange knowledge that will benefit patients under the care of both teams."

# The last word...



The team at Melksham CAMHS did an ongoing bake-off throughout September. Delightful baked goodies filled the team's little kitchen, and their pennies filled the pink charity collection box in aid of Breast Cancer Care. Staff also decided to join in the *Wear It, Eat It, Drink It Pink Day*, which was well received and the men joined the women in the team by wearing their pink with pride. Assortments of pink garments were spoken about and many a pink hat was worn... all day! The team were thrilled to raise a whopping £192.67 for this important cause.

These three ladies turned out for a charity fundraising walk organised by the trust in conjunction with Oxford University Hospitals NHS Trust. Debbie Holman, Clare Whorton and Susan Simms all took part in the *It's Not Just a Walk in the Park* event on 5 October, a fundraising event that allowed people to raise money for specific wards or departments. They completed the five-mile sponsored walk, with a route that took them through the John Radcliffe, Nuffield, Warneford and Churchill Hospital sites in aid of Witney Community Hospital. The trust would like to say thank you and well done for your efforts.



A day-long music festival that took place at a pub beside the River Thames raised more than £1,200 for the trust's Highfield Unit.

The day-long event organised by Stuart Hobbs, who runs music sessions at the adolescent mental health unit in the grounds of the Warneford Hospital, was arranged to raise funds for therapeutic activities for the patients being treated at the cutting edge unit.

The day saw acts including Rory Evans, Clarke & Moore, Jess Hall, The Talc Daemons, Peerless Pirates, ToLiesel, Family Machine and Oxford supergroup BURNINGBeeS – fronted by Stuart Hobbs himself and accompanied by John Halliday from the Candyskins, Simon Williams from The Samurai 7, Spike Holfield who has played with Sinéad O'Connor and Nic Moor bath formerly of Ride and founder of Oxford nightspot the Zodiac, now the O2 Academy.

Rounding off the evening was up-and-coming sibling two-piece Hudson Taylor, who surprised the assembled crowd when they invited chart-topping *Power of Love* singer Gabrielle Aplin on stage with them to join in with a rendition of Cosby, Stills & Nash's *Helplessly Hoping*.