

Oxford Health



NHS Foundation Trust

# INSIGHT

Local news and updates from Oxford Health NHS Foundation Trust

Issue Nine: October 2011

## Phoenix Picture house



**Celebrating World  
Mental Health Day 2011.  
For the full story on all  
the Trust's events, go to  
pages 8 & 9**



*caring, safe and excellent*



# Chief Executive's Update

Dear Readers  
Welcome to the October edition of Insight.

October has been a busy month with the Think Family conference and the Community Services Division staff conference which were both great successes. The key highlights from both of these events will feature in the January edition of Insight. We also held the Wiltshire Annual Review Event (please see article below) and the Buckinghamshire event which will feature in January's Insight.

I would like to start by extending a very warm welcome to all of the new Buckinghamshire Speech and Language Therapy staff who joined us in October from Buckinghamshire Healthcare NHS Trust. The Trust is looking forward to working with our new staff to develop and create our service for the benefit of all the children and families we provide care to.

I was delighted to again be a part of our celebrations in support of World Mental Health Day. Thank you to everyone who was involved in organising the events or who took part. Well done to staff on Cherwell Ward and Sandford Ward for organising celebrations for your patients. It sounds like everyone had great fun!

The Royal College of Psychiatrists' national audit of adult care and treatment of schizophrenia in the community is incredibly important and will help us develop and improve our services. I would encourage all service users and carers who receive the questionnaire to complete and return it. The Rethink Mental Illness Team are providing support to people who would like help with completing the questionnaire. Their details can be found on page 3.

With best wishes.

*Julie Waldron*

## Wiltshire Annual Review Event 13 October 2011

We held our second annual review event of 2011 at the Town Hall, Marlborough, Wiltshire on Thursday 13 October. Although the number of people who attended was disappointing, staff and services users who did attend had the opportunity to talk informally with Julie Waldron, Chief Executive, and Yvonne Taylor, Divisional Director for Children and Families Services.

Staff from Child and Adolescent Mental Health services and Eating Disorders services in Wiltshire gave informal presentations about their services and how they are developing.

There were also some interesting information stands (pictured right) including stands from one of the local community mental health teams and Off The Record who have been involving young people in the development of our services.

Julie Waldron, Chief Executive, said she was impressed with the amount of service user involvement that was happening in Wiltshire and how the services in general had developed since they became part of the Trust.

Thank you to all the staff who gave up their time to support the event.



# National Audit of Schizophrenia 2011

*For our  
patients,  
and their  
relatives  
and  
carers*

The Trust is participating in the national audit of adult care and treatment of schizophrenia in the community, run by the Royal College of Psychiatrists with partners including the Royal College of Nursing, Royal College of General Practitioners, Rethink and the College of Mental Health Pharmacy. The audit, which started in September runs until the end of November 2011.



As part of the audit, a satisfaction questionnaire will be sent to 200 randomly selected service users and carers for return directly to the national project team. A case note audit of 100 randomly selected files is also being carried out by psychiatrists in the Trust's Adult and Older Adult Community Mental Health Teams.

The vast majority of NHS Trusts nationwide who provide mental health services are participating in the national audit. Each Trust's participation is nationally recorded and every Trust is required to report, through their Annual Quality Account, details of the national audits they have participated in .

The standards for the national audit are drawn from guidelines issued by the National Institute of Clinical Excellence and will enable individual, local and national evaluation of:

- ◆ practice in the prescribing of antipsychotics through case note audit,
- ◆ the quality of physical health monitoring offered to people with schizophrenia through case note audit,
- ◆ patient experience through completion of postal questionnaire,
- ◆ carer satisfaction through completion of postal questionnaire.

More information about the audit and the standards can be found at:  
[www.rcpsych.ac.uk/quality/nas](http://www.rcpsych.ac.uk/quality/nas).

The Rethink Mental Illness Welcome Team are providing support to service users and carers who wish to complete the satisfaction questionnaire. If you are a service user or carer and would like some support or have any queries in relation to the questionnaire please contact the Rethink Mental Illness Welcome Team who will be happy to help. The team can be contacted by telephone: 0845 456 0455 and email [info@rethink.org](mailto:info@rethink.org).

The Trust should receive the results of the case note audit and the satisfaction questionnaires in February 2012. Participating in the national audit will enable the Trust to better understand the outcomes and experiences of our patients and carers, compare performance against best practice and other Trusts and identify areas in which we are performing well and areas for improvement.

If you would like further information about the audit please contact:

Sonia Anwar by email [sonia.anwar@oxfordhealth.nhs.uk](mailto:sonia.anwar@oxfordhealth.nhs.uk) or  
Jane Kershaw via [jane.kershaw@oxfordhealth.nhs.uk](mailto:jane.kershaw@oxfordhealth.nhs.uk).

**For our patients, and their relatives and carers**



## Making Music In Buckinghamshire

*“...it feels like it’s our project and the fact that we all have mental health problems is irrelevant”.*

*“The Knights are gaining confidence, making friends, being involved in fundraising - it’s really great to see”.*

Staff from the Central West and South West Community Mental Health Teams (CMHT) in High Wycombe are supporting a small group of service users with the development of a music project run in conjunction with Buckinghamshire Youth and Community Services.

The Roundhouse Knights established themselves so that they could offer a safe and nurturing environment which enables socially excluded mental health service users in High Wycombe to develop skills in music and sound production. The Knights received a grant from the Chiltern Shakespeare Company which was applied for through Buckinghamshire Community Foundation. Service user representative Brian Joyette commented, *“This is great; creating music and working with others who share the same interest and love for it as I do has been fantastic. Being involved from day one has also made a huge difference, it really feels like it’s our project and the fact that we all have*

*mental health problems has become irrelevant”.*

It is hoped that further funding can be obtained to ensure the eight week programme is made available to more service users in the area. Lorraine Hall, Social Worker with the Central West CMHT, said, *“Although this group was set up for participants to gain skills and qualifications in music and sound recording, the benefits are much greater than that. It has been a long and challenging process to obtain funds and The Knights have been involved in this every step of the way. They are gaining confidence, making friends, being involved in fundraising etc, it’s really great to see”.*



# WALKING WITH WOLVES

*"The best thing I've ever done!"* said one resident from Lambourn House Pre-Discharge Unit, about their experience of Walking with Wolves.

The Wolf Conservation Trust in Beenham, near Reading, is home to twelve socialised wolves; six adults and six cubs; including North American, Arctic and European. The aim of the centre is to promote conservation and scientific knowledge of wolves, improving their chances of survival in the wild.

The idea for the outing followed the weekly dog walking group where it became clear that residents were benefiting from interactions with animals and the unconditional relationships they were able to form with them. Following funding from Response Giving, residents had the unique opportunity to walk with and even stroke the wolves at the centre. They were taught about pack instincts, behaviours, diet and were allowed to interact with Duma and Lunca (two of the wolves) under the guidance of centre volunteers. The initial trepidation at the 'Meet and Greet' with the wolves was soon overcome and a sense of

achievement and confidence was installed. *"It was scary at first, but I overcame the fear which was a great feeling"*, said one resident.

This opportunity provided a very unique experience for residents, which has helped to encourage, motivate and engage them in seeking further opportunities – a key part of the recovery journey.



The Wolf Centre runs education programmes for small groups and regularly hosts Open Days and Awareness Events. For more details visit [www.ukwolf.org](http://www.ukwolf.org)

*"This opportunity provided a very unique experience for residents...."*

*For our patients, and their relatives and carers*

**For our patients, and their relatives and carers**

**“...many service users had not realised just how much was going on in their local community...”**

**“...several service users have since pursued vocational placements”.**

# Vocational Road Show is a Success

By Nikki Jackson

On 27 September the Occupational Therapy (OT) Team at Littlemore Mental Health Centre held their first Vocational Road Show Event. The aim was to promote the vocational resources and services that are available for service users in their local community.

Over 100 visitors signed in, including service users and staff from Littlemore, Gill Saunders, the local councillor, and community organisations who support our service users. Several external organisations manned stalls, including MIND, Restore, TABs, Oxford Voluntary Association, Boundary Brook Nature Reserve and The Bridge Building Team. All reported how much they appreciated having the opportunity to liaise with other services and discuss ways to improve communications.

One of the Trust's ex service users gave an excellent talk, reiterating the importance of pursuing vocational opportunities. The event was opened

by the Thames House singing group who performed some familiar tunes prompting the audience to enthusiastically join in. Lambourn House Pre Discharge Unit provided a produce stall which residents supported on rotation. Thames House baked cakes which provided some delicious refreshments for the day.

Many service users commented that they had not realised just how much was going on in their local community and several service users have since pursued vocational placements.

Gill Saunders spent time talking to staff, service users and local organisations, getting to know what vocational resources were available in her ward. She commented that the relationship between staff and service users was particularly good and that the event had a great atmosphere.

This event was a great success and the OT Team plan to run a second event in July next year.



# Cherwell Ward Events

By Sophie Beesley

*For our  
patients,  
and their  
relatives  
and  
carers*

## World Mental Health Day

Cherwell Ward and Sandford Ward, Fulbrook Centre, Oxford celebrated World Mental Health Day 2011 on Monday 10 October. The Cherwell ladies started the day's programme of physical based activities, led by Caroline Buttolph, Occupational Therapist and Sue Matthews from the Physiotherapy Team, looking at the types of exercises that would have been taught in the 1940s and 1950s. This included a short demonstration of exercise that would have been carried out by the Women's League of Health and Beauty. Hula hoops, skipping ropes and hopscotch were tried out.

Charades, based on exercise through doing housework chores, went down well, especially those relating to doing the washing the old fashioned way with copper and mangle. The morning concluded with a fifteen minute seated exercise session to piano music with verbal prompts.

In the afternoon gentlemen from Sandford Ward joined the ladies for several games of ten pin bowling which were played using the Nintendo Wii in the sitting room. The overall winner was Irene who was awarded a small cup for her success. The afternoon then concluded with a session of circle dancing.

## Cake Bake Raises Funds for a new Television

A cake stall was held on Cherwell Ward on Tuesday 13 September to raise money for a brand new flat screen TV for the patients on the ward who had struggled to see the picture on the old 14 inch box television. One of the ward's nurses and the ward's Occupational Therapy technician, who both have a passion in baking, joined forces and organised the stall. They spent many an hour over a hot stove getting covered in flour and icing sugar but it was well worth it.

From chocolate fudge cake and lemon drizzle cake to sticky toffee cupcakes and coconut Madeleines with shiny cherries on top for decoration, it truly was a fun day and a great success. Friends of Cherwell came and helped run the stall and a total of £160 was raised - much more than expected. This has meant that not only could we buy the TV but also some treats for the patients, including ice cream during the sunny spells. We have already set another date to raise more funds for the ward. So, if you have a spare moment and love cakes and sweet treats please come along and show your support on Friday 9 December, 10:30am until 2pm. All welcome!!

## A Traditional Roast Dinner

Staff and patients enjoyed preparing a three course meal and eating it together on Tuesday 27 September 2011.

There were willing volunteers amongst patients and staff, happy to share their time and skills to create such a wonderful meal. It was of "restaurant quality", and "the roast pork was lovely, really juicy" said some diners. For those who still had room left, there was the choice of homemade sticky toffee pudding with ice cream or exotic fruit salad.

The patients loved being involved in chopping up vegetables with others and engaging in conversation at the same time; reminiscing about their favourite recipes that they had cooked for their families.

This is a popular event on Cherwell Ward which has been organised for many months now - with a new variety of food and a completely different menu for one evening a month it's not surprising it's such a success.

# Celebrating World

On 10 October 2011, the Trust celebrated World Mental Health Day holding three events to recognise this important day. We kicked off our celebrations with The Social Inclusion Cup, a football tournament organised by Streets Revolution CIC and the Trust, held at the Warneford Hospital, involving service users, staff and teams from across the country.

In the afternoon, the Life Stories exhibition was opened at the Artscape Gallery, Warneford Hospital.

Finally, in the evening we hosted a screening of Paula Kleiman's *Liberelun* at the Phoenix Picture House, Oxford.

Here we report on each of the events.

## Match of the Day!

On Monday 14 October, the Warneford Hospital became host to the second Oxford Social Inclusion Cup. The six-a-side football tournament, organised by the Trust, Streets Revolution CIC and County FA, was funded by an anti-stigma mental health grant awarded to Streets Revolution by Oxfordshire



Primary Care Trust.

With the slogan 'More Than Words', the event celebrated World Homeless Day and World Mental Health Day, helping to raise awareness and being competitive fun for all involved.

28 teams from all over the UK took part, including the Trust's very own Coasters, Aylesbury Academicals and Oxford Clinic teams as well as those from Thames Valley Police, Restore and Streets Revolution to name but a few. The tournament was played across five pitches and was supported by a wide variety of information stalls and constant supply of refreshments.

Colin Godfrey MBE,  
Activities Development



Nurse for the Trust, (pictured above right with John Regler, Streets Revolution) said, *"This has been a fantastic event and we have been so pleased with the involvement and support from the local community and beyond. Many of the teams are made up of homeless players, those with mental health needs and those who work alongside them. When you play football together, none of those issues matter - it's all about the game and playing as a team"*.

The Oxford Clinic team played with verve and flair to make it through to the quarter-final. However, the worthy winners of the Cup were the Union Street FC from the Half-Moon public house in Oxford.

A third event is planned for next year. If you would like to get involved, please e-mail [colin.godfrey@oxfordhealth.nhs.uk](mailto:colin.godfrey@oxfordhealth.nhs.uk)



# Mental Health Day 2011

## LIFE STORIES EXHIBITION

The life stories photography exhibition, which opened on World Mental Health Day, aimed to help raise awareness around the stigma of mental health. The exhibition, was thought up and created by two members of staff, Jean Fletcher, Chaplain, and Sophie Beesley, Occupational Therapy Technician (pictured right).



Sophie told us *"We wanted to focus on the face, as life experiences are reflected in a person's face after all. The joys and sorrows, hopes and dreams are all there for others to see. Through the exhibition, we tried to express something of the experience of being with Oxford Health NHS FT, whether as a patient, family member or member of staff. We didn't specify which. So with a camera at hand and willing volunteers, staff, patients and family members were asked to show how they were feeling at that moment - perhaps a simple joy or a darker experience. Without exception they were thrilled to be photographed. It took about two months to gather all the photographs together. We decided to stay with black and white photography as it makes such a strong image"*.

The exhibition has received some positive feedback and overall a very warm response.

## Liberelun!

To mark World Mental Health Day, Coasters and Artscape hosted a viewing of the film *Liberelun* at the Phoenix Picture House in Oxford. The screening was a UK exclusive and follows the true story of volunteers and workers from Italy, members of the National Association for Sport and Social Integration (ANPIS), accompanied by members from the Oxford Coasters (patients from Oxford Health NHS Foundation Trust), who travelled to Buenos Aires, Argentina to take part in 'Patassarriba' – an event to offer support and inspiration to mental health services and patients in Argentina.

Paula Kleiman's film *'Liberelun'* documents the practical and spiritual journeys made by ANPIS members and by the residents of a large mental institution (manicomio) outside Buenos Aires as they prepare to compete in the tournament. The action takes place both in the BOCA Juniors Club facility and in the grounds of the hospital. The film draws parallels between the lives of those living in the hospital and those living in and supported by local communities in Italy and shows the possibilities and potential for life-changing events through

sport and social inclusion.

After the screening Paula Kleiman, Filmmaker, Roberto Grelloni,

Former President of ANPIS (pictured above with Colin Godfrey) and members of Coasters held a Question & Answer session, answering questions and talking about their experiences.

The evening was a great success with just over 40 people attending the screening. Thank you to everyone who took part in the event (some of whom are pictured below), to those people who made the evening possible and to the cinema goers who turned up to watch the film.



## Right to the top of Kilimanjaro!

By Nicky Boughton

At 8.30am on 6 October I, along with eight fellow trekkers, (and numerous handsome guides) made it to the highest point in Africa, the top of the highest free-standing mountain in the world. After walking for

over seven hours in the pitch dark and freezing cold it was the most amazing feeling to be standing in the brilliant sunshine at the top. It was an extraordinary trip through five different climate zones and gave me a completely different perspective on the daily grind of work.



I did this in support of my inspiring ex boss, Joan Kirk / Hawton, who is familiar to many as a long standing employee of the Trust (now retired) and who has developed Parkinson's disease. Thank you to all who sponsored me for Parkinson's UK. I have managed to raise just under £6,000 thanks to your generous support. Anyone still wishing to sponsor me can do so via the website [www.justgiving.com/nickyboughton](http://www.justgiving.com/nickyboughton)

*"I did this in support of my inspiring ex-boss, Joan Kirk/Hawton...."*

### Oxfordshire's Minor Injury Units are proud of their Emergency Nursing Assistants.

Emergency Nursing Assistants (ENA) are an essential part of the workforce in Urgent Care, assisting the Emergency Nurse Practitioners with patient assessments, dressings and plastering. Over the past few years not only have they excelled at their roles but have gone on to undertake further training and professions within health care. Here we take the time to recognise some of their achievements.

**Michelle Swift** started as an ENA at Witney Minor Injuries Unit (MIU) in 2000 and then went on to study paediatric nursing part-time whilst still working as an ENA at Abingdon MIU. Michelle now works in the children's A&E at the John Radcliffe Hospital, Oxford.

**Clare Pirouet** started working as a receptionist in Urgent Care in 2004 before becoming an ENA in 2006. Clare has now started her Adult Nursing Honours degree at Oxford Brookes University this year after successfully passing her NVQ level 3 and NHS advanced apprenticeship.

**Gemma Hands** who works in Bicester's First Aid Unit is also studying nurse training through the Open University.

**Hannah Giles** also worked as an ENA for six years at Abingdon MIU during which time she studied to become a radiographer and has recently moved on to her new career.

**Sue Elliott** joined Abingdon MIU as an ENA in June 2005, bringing with her skills from a lifetime of experience as a special constable, veterinary nurse and phlebotomist. Sue loves the new challenges and skills that she needs each day. Passing her NVQ level 3, gave Sue a great sense of achievement. Her experience means that she can now support and encourage other ENAs who would like to do the NVQ level 3.

**Sam Clarke** has also recently passed her NVQ level 3. When asked if she felt supported by her work colleagues, she replied *"They were brilliant"*.

*"Emergency Nursing Assistants are an essential part of the workforce in Urgent Care..."*

## Exceptional People Award

Congratulations to Sam Shrubsole who has won August's Exceptional People Award. Sam was nominated for her work as the Team Manager for the Outreach Service for Children and Adolescents.

In particular we were told: *"Sam is an amazing Team Manager and an all round exceptional person. Sam has a way of making each client and member of staff in the team feel special and supported. Sam often goes the extra mile to help colleagues. The team is fairly new and has undergone major changes making this hard for members. Sam seems to contain people's anxieties, with her focussed and empathetic leadership style."*

*Sam is a brilliant clinician. The young people she works with often talk of their positive relationships with her. Sam consistently creates and maintains positive working relationships with clients and fellow professionals due to her friendly, caring and respectful nature for people in general.*

*"Sam makes it a pleasure to come to work".*



### How to nominate a member of staff

If you know a member of staff who regularly goes that extra mile, why not show your appreciation and nominate them for the Exceptional People Award? You can do this by either downloading the nomination form from our website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk) (go to Work for Us - Benefits) or requesting a form from Gary Gibson on 01865 782172 or via email on [gary.gibson@oxfordhealth.nhs.uk](mailto:gary.gibson@oxfordhealth.nhs.uk)

**Our  
staff**

*"Sam has a way of making each client and member of staff in the team feel special and supported".*

**Leading the Way**

Oxford Development Programme

## Oxfordshire Team Managers' Celebration Lunch

A celebration lunch was held on 11 October for the Mental Health Division Oxfordshire Team Managers who had completed the in-house management development programme.

The programme comprised of 12 training day sessions which covered self development (Myers Briggs & personal branding sessions along with coaching opportunities), leadership (influencing and emotional intelligence sessions) and service improvement (lean sessions). At the end of the programme each team manager was asked to make a presentation to Eddie McLaughlin, Divisional Director, on what they had learnt during the programme. The lunch was an opportunity for the senior management team to recognise the staff who had completed the programme. Each person was also given a copy of the book *The 7 Habits of Highly Effective People*.

The managers present at the lunch were (pictured above); Wendy Browne, Claire du Feu, Julie Fulea, Diane Monnery, Dave Mushrow, Noki Ndimande, Anne Packman, Liz Poole, Tony Walsmley and Debbie Walton. Managers that were unable to attend the lunch but also completed the programme are; Andy Cashmore, Jason Davies, Amanda Flowers, Heather Hull and Catherine Sage.



# A Fond Farewell to John Ryall

John Ryall, a mental health nurse at the Barnes Unit, Department of Psychological Medicine, has retired from the Trust after more than 30 years.



## **When did you start your nursing career?**

I started as a Nursing Assistant in 1979, starting my nurse training at the Isis School of Education, Littlemore around the same time. I qualified as a Registered Mental Nurse in 1983. The first ward that I worked on was B2 at the Littlemore Hospital. The ward sisters at that time were Mary Moriarty and Mary Barber but I have also worked with many other great colleagues over the years at all levels.

## **How did your career progress within the Trust?**

I held a post as a Community Psychiatric Nurse for ten years, working mainly in the Banbury area. I was also a staff nurse on the Ashurst Ward.

## **When did you join the Barnes Unit?**

I took up my post at the Barnes Unit on 1 May 2000. My work passion is supporting people with a personality disorder and making a difference.

## **What kept you motivated in your work for the Trust?**

The patients and my mortgage!

## **What messages would you give to other staff?**

I would say that everyone is different, everyone has a history and everyone needs guidance - even me! I would also tell them that what is wanted may be different from what is needed.

## **What are you looking forward to in retirement?**

Rugby - Gloucester, cinema, DVDs, completing "The Folly" at home, lots of holidays with Jane. Catching up with old friends and making new ones.

## **Who do you admire most in life?**

At this moment in time, Nathan Charles, Hooker for Western Australia. He is a professional rugby player with cystic fibrosis.

## **Who would you invite to your dinner party if you could invite anyone?**

Terry Pratchett, Karl Marx, Simon De Montfort, Tony Benn, Phil Vickery (the rugby player in his Masterchef role!)

## **What is your favourite music?**

Steeleye Span, Yes, The Kinks, Sex Pistols, T Rex, Manfred Mann, Genesis (early years), Bach, Seasick Steve, Tchaikovsky.

## **What are your parting words?**

Retirement is not the end but the start of another chapter with much to look forward to.

*"Everyone is different, everyone has a history and everyone needs guidance..."*

*"Retirement is not the end but the start of another chapter with much to look forward to".*

# Partnership wins funding to provide mental health support for young people

The Trust and The Charlie Waller Institute of Evidence-Based Psychological Treatment, the University of Reading's pioneering mental health training and research centre, have been awarded funding by the Government to improve evidenced-based psychological interventions for young people.

The Trust and the University of Reading CAMHS IAPT (Child and Adolescent Mental Health Services Improving Access to Psychological Therapy) collaborative will cover Oxfordshire, Buckinghamshire, Swindon, Wiltshire, Bath and North East Somerset, Bournemouth, Poole, Dorset and Gloucestershire.

The partnership is one of three areas in phase one of the children's IAPT; the others are in London and Manchester.

The Trust already provides adult IAPT services across Oxfordshire and Buckinghamshire and has a strong track record of involving young people in the design and development of services. It is this involvement that helped to secure the pilot as young people will be involved in the CAMHS IAPT service from interviewing staff to feeding back on their experiences.

Yvonne Taylor, Divisional Director for Children and Families Services said: *"We are delighted to be working in partnership with the University of Reading. This pilot builds on the successful working relationships that have been established over the last three years through TalkingSpace and Healthy Minds, our adult IAPT services."*

The Children and Young People's IAPT project is a new strand within the overall IAPT Programme. Its initial focus will be on anxiety and depressive disorders and conduct disorder for children under 18.

Care Services Minister Paul Burstow said: *"We're breaking new ground with this investment in children's mental health. We're working with young people and staff to start to change the way mental health is delivered by the NHS."*

*"Half of those with mental health problems first experience symptoms by the age of 14, and three quarters before their mid-20s. This pioneering work will focus on early and effective treatment. We know psychological therapies work. Our aim is to transform existing mental health services for children so our children get the best treatment possible, from services that are more responsive to their needs."*

What's  
happening  
in our  
services

*"This pilot builds on the successful working relationships that have already been established through TalkingSpace and Healthy Minds..."*

*"We're breaking new ground with this investment in children's mental health".*



## Adult Abuse – Speak Up



The multi-agency Buckinghamshire Safeguarding Vulnerable Adults Board (BSVAB), of which Oxford Health NHS FT is a key partner, launched a high-impact campaign at the beginning of October to raise awareness of the abuse of vulnerable adults and let people know how to report abuse if they see or experience it. The term vulnerable adult refers to those aged 18 and over who, due to a physical or sensory impairment, mental health problem, learning disability, age or illness, may not be able to take care of themselves and so may be more at risk from abuse.

Abuse can take on a variety of forms including neglect, financial, physical and psychological abuse. Last year more than 800 cases of suspected abuse were reported in Buckinghamshire.

Using a series of hard-hitting posters depicting the different types of abuse that can happen, the campaign prompts people to call the dedicated Careline should they have any suspicions about someone they know or something they have seen. Over the coming months the campaign will be rolled out across the county, using posters, advertising, media stories, presence at live events and displays in public places.

The message is simple: safeguarding is everybody's business. We all need to be aware of the issues and know what to do and where to go to raise our concerns. If you are worried by something you have seen or someone you know, call the **Careline on telephone 0800 137 915**

For more information on the campaign and the work of the Buckinghamshire Safeguarding Vulnerable Adults Board visit [www.bsvab.org](http://www.bsvab.org)

## Putting Your Feet First

In September the Warneford Hospital Podiatry Department hosted a two hour basic toenail and foot care session which was attended by Trust staff. The session was run by Rebecca Tyrrell, Training and Development Lead, Podiatry.

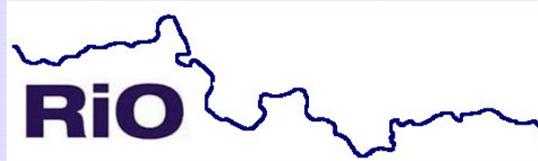


The learning outcomes for the session included the basic structure of the normal nail, factors affecting nail growth, foot conditions and treatments, recognising when to refer a patient to podiatry, how to cut normal nails and what instruments to use. The group finished the training with a practical session of cutting each others toe nails.

This is the second basic toenail and foot care training session that has been hosted at the Warneford Hospital. The feedback was positive and therefore future teaching sessions will be organised.

# RiO Programme Update

By Rafael Sorribas



What's  
happening  
in our  
services

During August and September 2011, we published a survey to gather people's opinions and experiences of RiO after deployment. A total of 162 responses were received by mid September and the survey will be left open for any new responses at: <https://www.surveymonkey.com/s/RiOProjectReview>

The full analysis of the results is available on the staff intranet at:  
[http://obmhintranet.obmh.nhs.uk/p/riO/Example Project Documents/RiO Deployment Survey Results V0\\_3\\_15\\_September 2011.doc](http://obmhintranet.obmh.nhs.uk/p/riO/Example%20Project%20Documents/RiO%20Deployment%20Survey%20Results%20V0_3_15_September%202011.doc)

A total of 67 recommendations to improve the service around RiO came out of the survey and progress has been made as follows:

## **Recommendation 26 & 64:**

**Instigate a dedicated applications support email address and direct telephone number.**

A pilot began on 19 September to provide a direct email address and telephone number to a 'RiO support desk'. Initial results have been favourable, with less delays being experienced and some very positive feedback around speed and being able to contact people. Demand has been lower than the total number of RiO related support calls. We are extending the pilot indefinitely and will continue to monitor demand, capacity and effectiveness of the service. The contact details for this service are:

Clinical Applications Support Team - 01865 782010  
[CAST@oxfordhealth.nhs.uk](mailto:CAST@oxfordhealth.nhs.uk)

A number of recommendations included the review of the clinical functionality within the Mental Health version of RiO. Progress is being made by Oxford Health NHS FT staff to hold design discussions across London and the South to address the difficulties faced. These decisions need to be supported by end users and a number of working groups have been set up to gain staff views.

The working groups are:

- Clinical reference group
- Optimisation working group
- SNOMED working group
- Care planning working group
- Waiting lists and referral to treatment working group
- Prevention, screening and surveillance working group

Volunteers wishing to be part of these groups can contact [rafael.sorribas@oxfordhealth.nhs.uk](mailto:rafael.sorribas@oxfordhealth.nhs.uk) directly.

## November is Mouth Cancer Action Month

Every year in the UK, 6,000 people will be diagnosed with mouth cancer. If detected early, patients have a 90% survival rate.

In support of Mouth Cancer Action Month the Oral Health Promotion Team will be running a health promotion event at the Cheltenham Town Football Club, Cheltenham Town FC v Oxford United football match.

Basing the NHS Health Bus in the car park, the team will be raising awareness of mouth cancer and offering free oral examinations to screen for mouth cancer before and after the game (1pm to 3pm and 5pm to 6pm).

**For further information call the Oral Health Promotion Team on:  
Telephone: 01865 787167**

**Symptoms of mouth cancer include:  
ulcers that do not heal in three weeks, red or white  
patches in the mouth and/or unusual lumps in the  
mouth or on the lips.**



### Insight is Changing

From this month, Insight will become a quarterly publication available in hardcopy or via an emailed link to an electronic copy on the Trust's website.

To help us update our mailing lists for Insight, we would be grateful if you could contact us, letting us know how you would like to receive future copies of the quarterly edition of Insight ie in hardcopy by post or via an emailed link to an electronic copy. Alternatively, if you would like to be removed from the Insight mailing list then please tell us.

#### **New e-newsletter**

For the months in between the quarterly edition of Insight, we will be producing an e-newsletter. If you would like to subscribe to the new e-newsletter then please let us have your email address.

#### **Please contact:**

Wendy Samways  
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Or complete the form enclosed with this month's edition of Insight.

#### **Deadlines for articles**

The deadline for articles for the November e-newsletter is **Monday 21 November**. The deadline for the January edition of Insight is **Monday 14 January 2012**.