

News from South London and Maudsley
NHS Foundation Trust for staff and members

SLaM news

Autumn Edition 2011

Patient survey - how we measure up



Winners of this year's
nursing awards

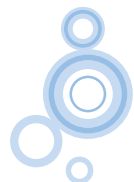
SLaM getting back
to nature

South London and Maudsley 
NHS Foundation Trust

[Navigation](#)

[● Contents](#)

[▶ Forward](#)



SLaM News is produced by:

Communications Department
South London and Maudsley
NHS Foundation Trust
Trust Headquarters
Maudsley Hospital
Denmark Hill
London SE5 8AZ

T. 020 3228 2830
E. communications@slam.nhs.uk
W. www.slam.nhs.uk

Switchboard: 020 3228 6000

Design: bigfrankmedia.com

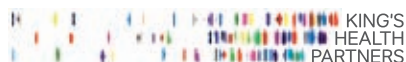
If you have a news story or idea for SLaM News please call or email us.

Numbers in the newsletter are displayed using the internal format.

If you're calling from outside of the Trust please add: (020) 322 + Extn.



South London and Maudsley NHS Foundation Trust is part of King's Health Partners Academic Health Sciences Centre (AHSC), a pioneering collaboration between King's College London, Guy's and St Thomas', King's College Hospital and South London and Maudsley NHS Foundation Trusts. For more information, visit www.kingshealthpartners.org



Page 12



Page 14



Page 16



Page 24

Welcome	4
Message from Madeliene Long – SLaM Chair	5
SLaM through a lens – Renfrew Road workhouse, Kennington A photographic take on SLaM	6
News in brief	7
Getting back to nature	12
Service user feedback	14
NHS and proud	15
Patient survey	16
Service developments	18
KHP fundraising	19
Magnet – AQUIP	20
Nursing awards	21
Hayworth ward	22
BRC funding	23
Austerity update	24
Media round up	26
Membership	27
Staff stuff	29
What am I doing here? Ross Farmer	31
Competition	32

Welcome to the autumn edition of SLaM News

Another packed edition includes news on a new advocacy service for service users in SLaM's eleven national wards and units. The service helps service users to get their voices heard on issues such as treatment, aftercare and housing complaints. Also featured is a ward at Lambeth Hospital making use of all available space by building a garden on stilts for service users.

Of particular importance as winter draws near is the availability of flu vaccination clinics for staff. Contact details for SLaM's occupational therapy department are included on page eight and information on the times and locations of free walk-in clinics are on the front-page of the staff intranet. All staff are being encouraged to attend the clinics if they possibly can.

A double-page feature highlights two examples of SLaM using nature to help and involve service users. A project to restore the 90-year-old orchard at Bethlem Hospital provided apples for the hospital's canteen and the Rosendale allotment scheme helps service users to develop their independence following treatment for post traumatic stress disorder.

Staff with cars that need some attention may be interested in a money saving offer available at the SMaRT garage – details on page seven – and on a similar note, page 24 highlights some Trust-wide money saving initiatives being put into practice.

Measuring our success

We have recently launched a review of our Academic Health Sciences Centre (AHSC), King's Health Partners. This includes looking at possible options for the future, including the idea of a merger between two or three of the NHS partners. The review will be completed by the New Year and I will ensure that you are kept fully informed about what happens next.

The ultimate measure of success for our AHSC is patient experience. This means using the learning from research to provide people with better treatment and outcomes. It means developing care pathways which provide people with easy access to high quality services, where historical institutional boundaries don't get in the way of providing people with the best physical and mental health care possible. And it means receiving positive feedback from the people who use our services and their families. The review we have initiated is about looking to see how best we can achieve all of these things in future.

The findings of the latest national mental health patient survey are highlighted in this edition of SLaM News. It is encouraging to see that there is positive improvement where we

have really applied ourselves to responding to the survey, such as providing people with a copy of their care plans. Whilst we should continue to strive to do better, I do think it is important for us to recognise where we have done well. I would like to thank everyone who is involved in responding to the patient survey results, and to thank those people who have taken the time to give us their feedback about our services.

Another recent positive source of feedback is the fact that two initiatives at SLaM and the Institute of Psychiatry have been shortlisted for this year's Health Service Journal awards. One nomination is for a parent led project which has been shown to improve the mental health of children living in urban areas. The other recognises the achievement of our Biomedical Research Centre in developing an advanced computer programme to accurately detect the early signs of Alzheimer's disease from a routine clinical brain scan. Both of these fantastic projects show our organisation at its best, and I'd like to congratulate the people involved for being shortlisted and to wish them luck at the awards ceremony later this month.

Whilst these are uncertain times for all of us who work within or use public services, I think it is even more important to celebrate our achievements, especially when they directly contribute to a better experience for the patients and communities we serve.

Finally, I'd like to thank all of you who voted in the recent elections for our Members' Council and to congratulate the candidates who were elected – I look forward to working with you on our mission to promote mental health and well-being for all.

**Best wishes,
Madeliene**





The old Lambeth Hospital, Kennington

SLaM through a lens

This year marks 140 years since the opening of the Renfew Road workhouse in Kennington. With the addition of an infirmary five years later in 1876, the two services amalgamated in 1922 to form Lambeth Hospital. By 1939 it was one of the largest municipal hospitals in London housing up to 1250 patients. The hospital played a key part in treating air-raid casualties throughout WWII as well as suffering extensive bomb damage itself.

In 1948 the hospital joined the NHS and while the number of

beds declined the range of services continued to expand with a new operating theatre opening in 1967 and a renal unit in 1969. The hospital closed in 1976 when services were transferred to the newly built North Wing at St Thomas' Hospital.

Today much of the site has been redeveloped. All that remains of the original hospital are a handful of buildings and the iconic water tower. However along with Lambeth NHS we still provide a number of services on the site.

SMaRT Garage - offer to staff

SMaRT Garage is the brain child of First Step Trust, a local charity that provides opportunities for people with mental health problems and other difficulties.

The garage is staffed by fully qualified technicians with many years' experience. Ronnie Wilson, Chief Executive, says "We have invested heavily in state of the art equipment to ensure that we are able to provide the full range of service options and diagnostic repair to our customers.

"Using the SMaRT Garage for your servicing and repair work ensures that you will get a first class service and at the same time giving your support to local people who are doing their best to improve the quality of their lives through work", he continued.

Contact:
 Kevin Webb, SMaRT Garage Services,
 Unit 9 Windsor Centre Windsor Grove,
 WEST NORWOOD, SE27 9NT
 Tel: 020 8761 2269
 Email:
lambethsales@smartgarageservices.co.uk



The offer to NHS and SLaM staff

- 1 Free Pre-MOT check by VOSA qualified staff
- 2 Free wheel alignment check
- 3 Service from £99
- 4 25% off all repairs

Offer valid until 31 December 2011



Garden on stilts

Building work will soon be complete on a new garden (pictured) at Lambeth Hospital. The garden is part of Lloyd Still Ward and will be partly built on stilts so it can stand above the transport yard at the hospital.

The existing building has glass blocks around two of the walls and work will include installing an external film with digital photographs of garden scenes to give the feeling of even more open space.



Chief Executive interview

With challenging times ahead for SLaM, mental health in general and the NHS, what does the future hold? UNISON newspaper Union Eyes decided to ask Chief Executive Stuart Bell. UNISON's Branch Chair Brian Lumsden, and Union Eyes production editor John Lister asked the questions. You can read the interview on the SLaM website:

<http://www.slam.nhs.uk/media-and-publications/latest-news.aspx>

New advocacy service for national patients

Following a Care Quality Commission (CQC) recommendation, SLaM has commissioned Rethink Mental Illness to provide an independent mental health advocacy (IMHA) service dedicated to patients on our 11 national wards/units.

Since July, Rethink has established regular surgeries on all 11 national wards/units including the psychosis unit and the eating disorders unit at Bethlem Hospital and neuropsychiatry and brain injury.

Nicola Lee, Rethink service lead, said: "We empower people to



get their voice heard on issues regarding treatment, medication, care, aftercare, ward conditions, housing, complaints etc. We can write letters or make phone calls on clients behalf and attend meetings with clients such as Care Programme Approach meetings and ward rounds."

People detained at SLaM under the Mental Health Act have a statutory right to IMHA that Rethink provides. To refer a patient, please email nicola.lee@rethink.org or telephone 020 3228 4555 or 07587 136495.

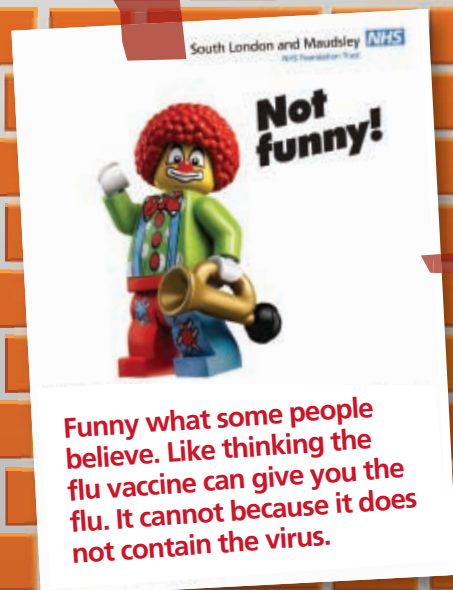
Walk-in flu vaccine clinics

Staff are encouraged to attend the walk-in flu jab clinics provided at venues in SLaM and also at King's College Hospital. No appointment is needed simply show up and remember to bring your staff ID badge.

Flu jabs are particularly important for staff involved in providing direct care to patients as the vaccine is the best known prevention against influenza and its complications such as pneumonia.

The walk-in clinics are for staff directly employed and paid by SLaM only and are taking place on various dates at several venues across the Trust.

See the staff intranet for venues, dates and times for the clinics. Contact magi.opomu@nhs.net for more information.



Turbine Hall, Tate Modern

Tate Modern - fruitful relationships

SLaM has a fruitful ongoing relationship with its near neighbour Tate Modern and service users participating in projects with the gallery are increasingly benefiting from improved mental wellbeing.

The Art into Life workshops saw older adult inpatients and community service users exploring some of the art work on display at the gallery - holding materials and objects and talking about them. Everyone was encouraged to connect with the art and make associations with their own experiences and memories. Not only was the opportunity to express themselves helpful, but the

opportunity to access such a positively regarded and prestigious shared public space was seen as beneficial.

The attractive venue also helped raise comparisons with how people feel about the ward environment - stimulating thinking among staff on how the Maudsley ward environment could be improved.

For a copy of the mental wellbeing impact assessment (MWIA) report on the Art into Life project, or further information please contact Helen Shearn, arts development manager helen.shearn@slam.nhs.uk

The Fit Bug

Thirty six SLaM employees have joined those in eight other NHS Trusts in a Fit Bug pilot project, which will run for three months over the autumn.

Fit Bugs are smart stepometers backed up by a personalised wellbeing and lifestyle website. Both devices help someone to track and record their physical activity and other health indicators such as food intake.

Combined with the expertise of SLaM's occupational health, physical activity, dietician and OT teams, the project is testing whether the scheme promotes healthier lifestyles among staff, both at work and more generally.

The project started with a six week virtual Everest challenge where the average daily steps undertaken by each trusts' team is mapped on to a virtual climb up Mt. Everest - pitting teams against each other.

Results from a trial involving BP employees in 30 countries showed that Fit Bug improved health and also strengthened team spirit. Ninety eight per cent of Tesco employees using Fit Bug agreed that it made them think more about their health and wellbeing.

A decision will be taken on rolling out the project more widely the NHS pilot data has been analysed.

www.fitbug.com



SLaM Commitments

The Trust Executive is championing the introduction of new SLaM Commitments for us all to keep in mind when working with each other and with service users.

The five SLaM Commitments may seem at first glance to be common sense but have a think about how you have interacted with others this week and how people have been with you – you are sure to come up with examples of when things could have gone better.

The commitments are a helpful reminder of what is expected of us and of what each of us can do to help make both working at SLaM and being a patient here a good experience. To reinforce this, the criteria for next year's Make A Difference staff awards will reflect the SLaM Commitments. SLaM Commitments cards which can easily clip onto staff ID lanyards will also be available soon.

Commitment	Examples
I will be caring, kind and polite	Introduce yourself. Be aware of non-verbal communication such as eye contact and gestures. Have a professional approach.
I will be prompt and value your time	Don't be late for appointments and if you are delayed inform the person.
I will take time to listen to you	Listen generously. Focus on the person you are having the conversation with. Don't be distracted. Don't minimise the concerns of a service user or their family.
I will be honest and direct with you	Be clear in what you say. Try not to use jargon. Be respectful. Be honest about what you can do to help.
I will do what I say I am going to do	Stick to agreed time frames. Let people know if there is a problem.

World Mental Health Day - 10 October 2011

World Mental Health Day raises public awareness about mental health issues. This year the World Health Organisation (WHO) used the day to focus on the treatment gap for mental, neurological and substance use disorders, compared to physical health disorders. WHO highlighted the inadequate resources allocated to treat mental health problems, particularly in low resource countries. The majority of low and middle-income countries spend less than 2% of their health budget on mental health.

Ashburton Road

Ashburton Road is a seven bed male ward in the community. The ward used World Mental Health Day to provide residents with basic information on mental health issues and helpful services available in Croydon. The event also involved a breathing and relaxation session, 10 minute massages, a buffet and a raffle. Ex-service users and other teams the wards work closely with also attended the event.



The Blackstar band



"Can Do" - Ladywell Unit

Many events were held across SLaM to celebrate World Mental Health Day. One event at the Ladywell Unit, Lewisham Hospital, focused on the five principles in the SLaM wellbeing garden (www.slam.nhs.uk) and how people could incorporate these into their lives. The themes 'Connect,' 'Active,' 'Notice,' 'Develop' and 'Offer' spell out the acronym 'Can Do.'

Eileen O'Sullivan, Activities Team Leader at the unit said: "The day is about positivity and hope, looking at all the things we 'can do' to stay well."

One service user said: "It's nice to just forget

about what is troubling you and just have fun. We don't laugh enough and today we have laughed a lot."

Activities taking place on the unit included: a tea and talk party, information zone with local community representation, inter-ward sports competition (a big congratulations to Wharton Ward who took the trophy for this event!), mindfulness and tai chi taster sessions, stop smoking support, laughing yoga workshop and music provided by band 'Blackstar'. Inpatients, community patients, staff and volunteers all joined together to make the day a great success.

Getting back to nature



Peter O'Hare,
Head Occupational
Therapist

Restoring Bethlem's orchard

In September the Sunday Times featured the Occupational Therapy Department's project to rejuvenate the old orchard at Bethlem Hospital. Originally planted in the 1920s, parts of the 120 tree orchard beside the Denis Hill Unit had become almost impenetrable, so the department began working with the London Orchard Project to restore its former glory.

Bethlem estate's gardeners cleared the heavy undergrowth in summer 2010, followed by restoration work by both service users and staff. Many attended practical workshops on

renovating old apple trees and by Christmas it started looking like a proper orchard again.

New trees were planted to replace those that had died and fresh varieties were grafted on to existing trees to increase the range of apples available. Lots of blossom was a good indication of the likely apple crop to come and early in spring small fruits started appearing. Harvesting commenced in August continuing through October with a wide number of service users, staff and volunteers again involved.

On 20th September 2011 the first Bethlem Apple Harvest Day took place with Bob Lever, apple

expert, running guided tours identifying different varieties as he went. A dozen varieties were found with names such as Laxton's Fortune and Lane's Prince Albert. The day included pressing apples for fresh juice complemented by all sorts of apple dishes freshly baked in the Occupational Therapy Department's kitchen.

Apples are still being used in the kitchen at Bethlem with excess being available for staff to buy. Some surplus fruit also went to Fareshare, a charity which redistributes surplus food to people in need.

The orchard will need continued care to ensure the trees remain healthy and provide an excellent crop for many years to come.

Growing Our Own...

Gardening improves our physical health, especially growing (and eating) our own fruit and vegetables. However this ancient practice also helps to restore the mind. We are a group that meets at Vauxhall City Farm and we are united in our new found love of gardening, its therapeutic affects and also in our diagnoses of Post Traumatic Stress Disorder (PTSD).

Myriam Sarens (Horticultural Therapist) and volunteers teach us how gardening can be integral in our 'three phase' treatment programme. We begin by learning basic structured activities while attending a 'psycho-education' group at the farm. We learn how to manage our symptoms while learning how and when to plant seeds and bulbs - thus 'sowing the seeds' to both our recovery and our kitchen garden. Each session ends with a shared meal, usually a vegetable soup, made by our therapist using our own produce where possible.

Phase two focuses on 'nurturing'. As our gardening skills grow, so do our abilities and chances to reintegrate socially in a supportive, non-judgmental environment surrounded by nature, flowers, plants, and the animals cared for at the farm. Getting back to the simplicity of gardening and experiencing the fruits of our labour instils hope - sometimes lost in bustling city life. Sharing experiences, language, skills and meals provides us with the perfect complement to our clinical therapy.

And so to our new project: phase three... Championed by Myriam, we now have our very own community allotment, kindly provided by 'Rosendale Allotments' in Tulse Hill. This space lets us develop our independence, socially and in gardening, after completing our therapy at the Maudsley. Although Myriam is still on hand for advice, the focus of this project is that it is user-led. It

provides us with an opportunity to stand on our own two feet and put all we have learned into practice; a very real chance to be autonomous in gardening and in life!

Here is what some of my fellow group members think....

Kenny Ahern

"Everyone is welcome (doctors, families, patients) this will bring everyone together to work and understand each other in a non institutional environment. We are very lucky to have this hidden treasure in London."

Sonya

"This is my home from home and everyone is invited! I like being around nature, killing bad memories..It makes me think of good things..."

Abdullah

Visits to Vauxhall City Farm are one method used by SLAM's Traumatic Stress Service to help stabilise a patient. Joining the allotment project is an option for service users after treatment has been completed.



Community
allotment in
Tulse Hill



Home

Tell your story

About us

Some positive feedback

Only rarely does positive feedback about the work of SLaM teams or staff get the publicity it deserves so SLaM News encourages service users and carers to send in their comments. We are also keen for staff to send us any positive feedback they

or their team has received so we can let more people know about it.

The quote below was posted on the Patient Opinion website, which can now be accessed directly from www.slam.nhs.uk

I am a service user under the care of SLaM's Forensic Intensive Psychological Treatment Service (FIPTS) community team based at Lambeth Hospital.

I was also an inpatient on the Tony Hillis Unit back in 2005 until 2007. I have been living in the community for the last five years and in the last three I have been living independently in my very first home. This has all been made possible with the help and support of the staff at both the Tony Hillis Unit and the community team. I can't thank them enough... they don't get a lot of praise and I really think that they deserve some kind of recognition for all the hard work and some times above and beyond the call of duty stuff that they have done for me and others... I really love the staff there at Lambeth. To me they are the family that I never really had...it just means so much to me that they get some praise and recognition for all that they have done for me. Thank you.

Paul Ashton

NHS and proud

Sometimes the only way to really appreciate something is to see it from a distance. From the USA, the NHS is something to truly aspire to. We who work here see all its flaws, magnified every day with microscopic intensity. Our perspective is skewed and we sometimes forget the magnificence of a service that provides free healthcare to all. And we are comparatively efficient - the US spends more than twice as much per capita on health, compared to the UK, yet has overall poorer outcomes and meets the health needs of a smaller proportion of its public.

SLaM staff and colleagues from Guy's and King's recently visited healthcare organisations in Baltimore and Washington and the resounding message was: "we want to do what you do".

Staff were welcomed at the psychiatric grand round at Johns Hopkins (leading academic hospital), by Prof. Ray de Paolo, who was pondering the same issues facing us all – how to address cost and quality. His take on this is: "When you focus on cutting costs, you automatically reduce quality. But when you focus on increasing quality, you almost always reduce cost."

Prof. DePaolo, who trained at the Maudsley, was citing Johns Hopkins University president William R Brody who said: "The best of the best of our health system is the best in the world. But the average is not so hot. We need to do better." This is borne out by statistics:

FACTBOX

The US spends \$2.1 trillion a year on health care

30% of that goes to administrative costs and for unnecessary tests and treatments

57 million Americans struggle to pay their medical bills

46 million have no health care coverage at all

18,000 Americans die each year because they have no health insurance

US ranks 42nd in the world in life expectancy.

Most treatment depends on people having private health insurance, and the extent to which there is a safety net is federal Medicare which has strict conditions and state Medicaid which focuses on the elderly (85+), the very young and their mothers. President Obama recently announced cuts to these programmes of \$248 billion and \$73 billion respectively.

On the streets of Baltimore, the walking wounded are evident, and many attend a polyclinic run by a charity providing everything from dentistry to housing placements.

Hospitals must treat people, but only for their immediate presentation – follow-up care is negligible and depends on insurance status. Viewers of ER will be familiar with this as the 'treat 'em and street 'em' approach. For large independent hospitals like Sheppard Pratt at the very outside of the city, this has reduced likelihood, but for inner city hospitals like Johns Hopkins it's a daily reality.

The field trip to the US was the final study phase of an executive MBA with students from three NHS Trusts. The group hopes to apply their new knowledge to address turbulent times ahead. The key lesson was that we have an NHS that the rest of the world envies, but the challenge now is to find ways to ensure that remains the case.

Lorcan O'Neill

Deputy Head of Communications



Patient Survey 2011

The verdict on our services by the people who use them – 76% of people rate the care they received from SLaM as either ‘good’, ‘very good’ or ‘excellent’ according to the

latest NHS patient survey. SLaM was also rated among the top performing mental health trusts in the country for helping patients to achieve their goals

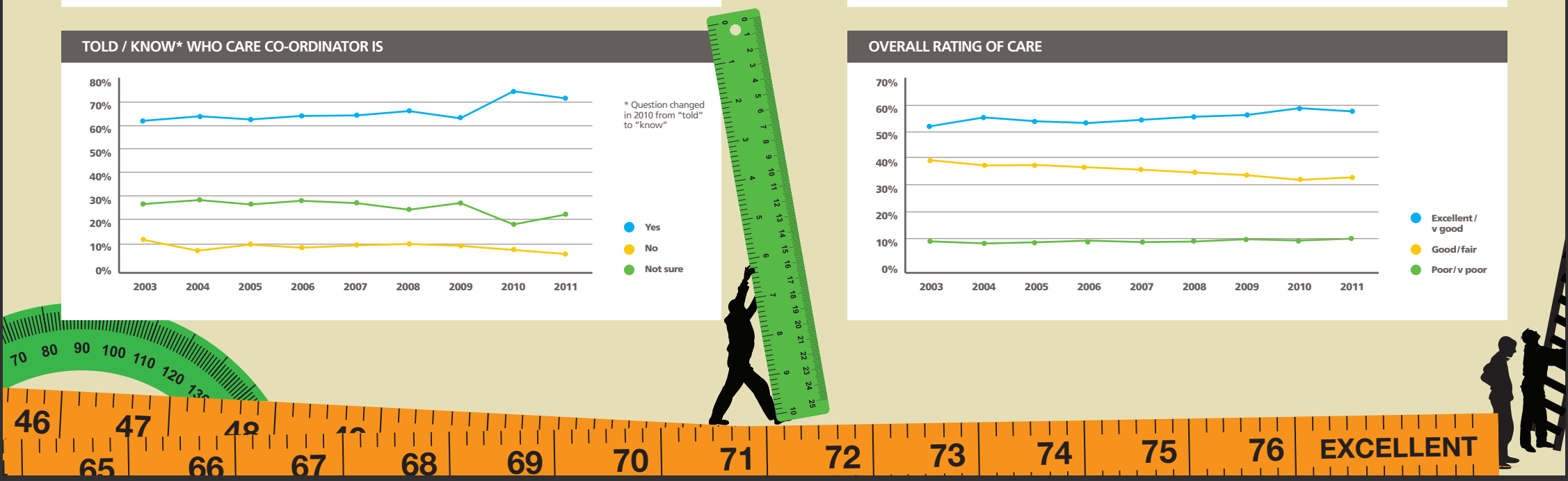
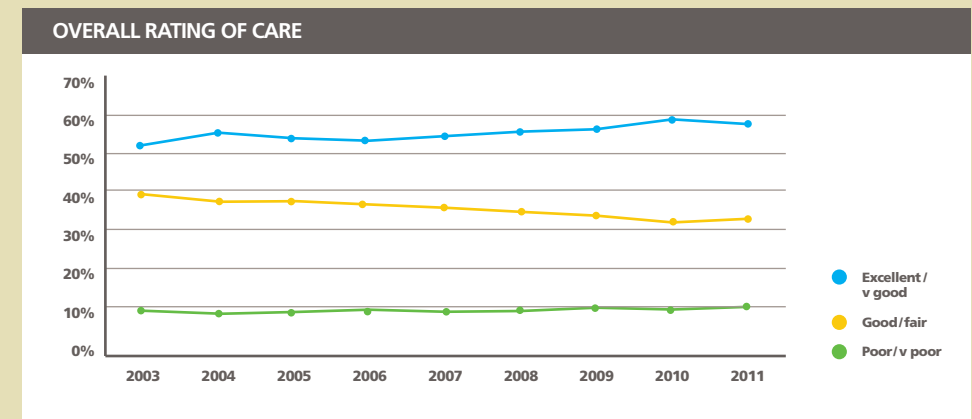
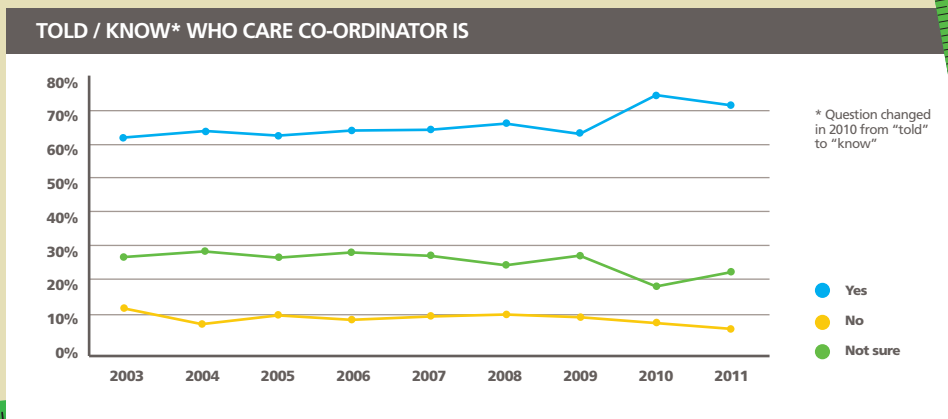
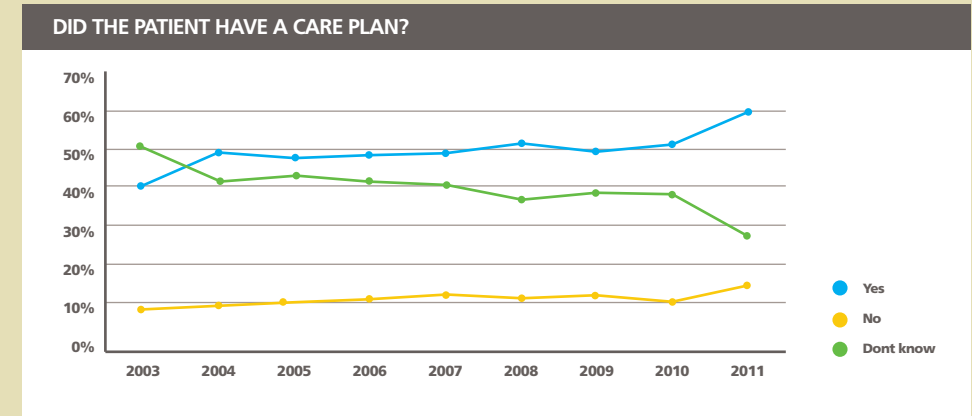
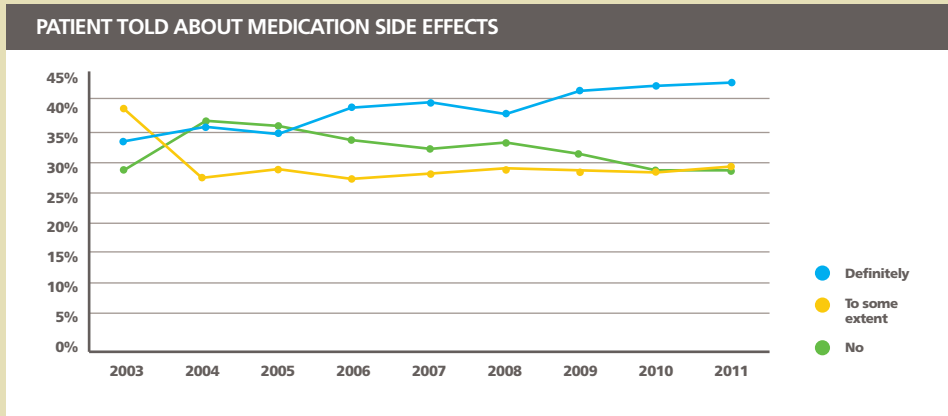
and taking their views into account.

A random sample of 850 people aged 16 and over who have used SLaM services were

selected to take part in the survey which is run by the Care Quality Commission, the healthcare regulator. Results from the 9 years that the survey has taken place show a steady increase in the number of people who have been told about the side effects of medication and who have been provided with a written

copy of their care plan. SLaM scores less well compared to other mental health trusts on the number of people who say they have been given a telephone number to call out of hours – though those who have used SLaM’s telephone information line gave it

the most positive rating in the country for providing them with the help they wanted. You can read about an award winning project to evaluate the information line on page 29. The full survey report is available on the SLaM website at... <http://www.slam.nhs.uk/patients/feedback.aspx>



Lambeth Triage Ward opens!

The eagerly awaited new Triage ward for Lambeth services opened on Monday 3 October. Located in the former Lloyd Still ward, the ward has had significant refurbishment and remodeling to create a suitable environment for Lambeth's single point of entry to adult acute services. Part of the design includes an innovative first floor level garden which allows patients direct access to a pleasantly designed external area.

The ward team is jointly led by consultant psychiatrist, Dr Jonathan Becket and ward manager, Darren Plant. Over recent months, Jonathan, Darren and the whole team have been carefully planning how the ward will operate this new model of inpatient care for Lambeth, based on the successful Triage model operated in Lewisham for over eight years. The new ward will provide a rapid but comprehensive assessment of all patients admitted, with a view to having treatment plans in place as quickly as possible. It is expected that the ward will have a high number of patients discharged directly, providing a shorter length of stay and improved inpatient experience for all.

Due to the nature of the ward's work, it has been staffed accordingly, with a complement of six nursing staff per shift on day shifts and four staff on nights. There is also a high level of medical staff input on the ward with five days a week cover by a consultant psychiatrist and a high level of input from an SpR and junior doctors. The ward also has social work input from the new hospital social work team, a senior dual diagnosis nurse and an activities co-ordinator.

We wish the Lambeth triage ward team every success over the coming months.



New Bed Co-ordination Team

On 26 September, the new Trust-wide bed co-ordination team was established. This 24 hour team will be responsible for dealing with all aspects of bed co-ordination across all adult acute and MHOA services out of hours. The purpose of the team is to provide a consistent and specific bed co-ordination service across the Trust, replacing the outdated borough arrangements. Working with clinical staff, the new team will ensure that all beds across the Trust are used appropriately and efficiently. The team is managed within the

Psychological Medicine CAG but links with all other CAGs in its day to day functions. The team is led by Rob Davis, senior bed co-ordinator and team members comprise the previous borough bed managers and staff from home treatment teams in Southwark and Lambeth (who previously provided a large part of the out of hours service across those boroughs).



Service developments

'Bed State Live'

A new electronic bed state function has been added to ePJS and has been developed and is now operated by the new bed co-ordination team. This will show a 'live' snapshot of the bed state across the organisation at any point in time – something that has not been possible to see before. This is especially important to have when the demand for beds is high and it will ensure that all beds across SLaM are being used in the most effective manner. Bed State Live also has additional functions in keeping ePJS up date and the information that ePJS produces in reports will be more accurate than at present. Anyone with ePJS access can view Bed State Live on the front screen but only bed co-ordinators can make changes to it.

Maudsley Charity

Former patient's gift celebrates 'excellent care'

Cederick Swann received care at the Maudsley nearly 60 years ago, and now has made a generous gift as a way to say thank you.

Mr Swann was a patient in the mid-50s and decided to leave a gift in his will because, as he says in his own words, 'I paid nothing in 1954 and I wish to give something now in recognition of the excellent care I received during my illness', which involved being 'put to sleep for some weeks.'

Edgar Jones, Professor of the History of Medicine and Psychiatry, says this treatment involved a modified insulin-induced coma. 'It was felt that

a long sleep would have a beneficial effect for the patient and help them to break the pattern of psychotic thought.'

In the late 50s and early 60s, this type of therapy would have been common at the Maudsley because, prior to the discovery of anti-psychotic drugs, the range of medications was very limited and the hospital, keen to change attitudes towards mental healthcare treatment and for its work to be recognised as a part of mainstream medicine, shied away from some of the more extreme methods then available.

Today, nearly 60 years after Mr Swann received his



Maudsley Hospital circa 1950

treatment; the Maudsley's work is increasingly accepted as part of the mainstream as it partners with local hospitals and develops holistic community based services. Support such as Mr Swann's gift helps the Maudsley to go the extra mile in developing these services.

If you would like more information on supporting Maudsley Charity (formerly SLaM Charitable Funds), please contact our team on 020 7848 4354.

Challenge yourself, get fit and raise funds for South London and Maudsley

Maudsley Charity needs your support to help raise vital funds to make a real difference to the quality of care people receive.

We are looking for adventurous people to join our fundraising teams in these fantastic upcoming challenge events:

- 1 The 5k /10k Santa Run, 4 December 2011 – a fun run in Greenwich Park**
- 2 The Brighton Marathon, 15 April 2012 – a beautiful coastline marathon**
- 3 Nightrider, 9 June 2012 - a 100k moonlit cycle ride past London's iconic landmark**

For more information on these events or any of our activities please call the events team call 020 7848 4338 today.



Making a lasting difference

SLaM's Achieving Quality Improvement Programme (AQIP) is about improving patient experience, safety and quality of care, achieving efficiencies and above all making a lasting difference. AQIP is one of the programmes that feed in and supports the much larger MAGNET initiative, much like the foundations of a house support the roof.

The AQIP team work with both inpatient and outpatient services - measuring outcomes and developing ways for a service to establish better practice. The team have achieved a number of impressive outcomes. For example, the Bill Yule Unit has seen a reduction in aggression following recommendations made by AQIP.

Until September 2011 the AQIP Team was led by Mary Mumvuri (below), Assistant Director of Nursing AQIP, who left to take up a new post at Hertfordshire Partnership Foundation Trust.



AQIP runs four main programmes:

AIMS (Accreditation for Inpatient Mental Health Services)
The AIMS standards cover the general standards, therapies and activities, safety, environment and facilities and the admission process.

They provide staff with a clear and comprehensive description of best practice within their ward.

PCS (Productive Community Services)
PCS aims to develop ways to improve the experience of service users in community settings. Teams work through nine modules in total including Well Organised Working Environment (WOWE), Knowing How We are Doing (KHWD) and Patient Status At a Glance (PSAG).

PMHW (Productive Mental Health Ward)
The PMHW aims to develop ways to increase the amount of direct care time given to patients in mental health wards. Teams work through modules that improve effectiveness, safety and reliability of care on mental health wards, by empowering staff to make challenging changes to the way they work.

Star Wards
Star Wards is an initiative set up by a former service user, Marianne Janner. At the heart of the programme are 75 ideas for improving the quality of time and treatment outcomes of acute mental health inpatients.

Look out for more detailed updates from the AQIP programme on SLaMnet.

This year's nursing awards

Peter Carter, General Secretary and Chief Executive of the Royal College of Nursing, gave a presentation at this year's nursing awards, which took place at Prospero House, Borough High Street, in late September.

Four different sets of awards were presented. Winners of the Nursing Excellence and Patient Environment Action Team (PEAT) awards were presented at the event, as was the Lizzie Yanful Award for Outstanding Nursing.

The Lizzie Yanful Award was created in honour of this well loved and respected ward manager on Aubrey Lewis 2 (AL2) ward, Maudsley

Hospital, who sadly died quite suddenly in 2010. It is given to a team leader, working in the Mental Health for Older Adults service, who has shown dedication, exemplary practice, dignified care and leadership. The award was first given in 2010 and since then has been presented by Lizzie's daughter.

This year's winner was Olive Rutherford-Griffiths (Woodlands Nursing Home).

The Director of Nursing Award is chosen by Hilary McCallion, Executive Director of Nursing. It is awarded to nurses who have shown an ability to work against the odds, demonstrate good

leadership in times of exceptional challenge, and who also show dedication to the profession and respect service users and the teams they work in.

This year it was awarded jointly to the leaders of the Bethlem Addictions Service team, a service that was closed down and merged into the Acute Assessment Unit at the Maudsley. Hilary felt that they handled this large-scale, difficult change with dignity and grace.

WINNERS - Julie Winnington, Grace Makoni, Martin Naylor



Hilary McCallion presenting Director of Nursing Award to Martin Naylor and Grace Makoni

Relocation, relocation, relocation

Hayworth staff swung into action to relocate patients to Denis Hill Unit in September, and with a minimum of fuss and disruption returned patients to gleaming new surroundings in October. This was in response to a CQC visit in September, which raised some concerns over works taking place on the ward. In order to complete the works more quickly, staff relocated the entire ward to Bethlem Hospital while refurbishment was completed, with full engagement of patients and carers. The team even maintained the same phone number to ensure smooth continuity of service.

"I was really impressed by the now wonderful care surroundings that our older people in Lewisham have available to them – and by the commitment and enthusiasm of the staff," said Gus Heafield, Director of Finance, following a recent visit to the ward.



Back row l-r, Louise Errington, Dr Kathleen Levick, Comfort Payne, Dr Alice Roberts, Julia Little, David King, Kenia Airley, Dr Elinor Hynes and Isabel Porcel-Rojas

Front row l-r, Karen Staples, Ena Bachan-Lawrence, Esther Chawapiwa



Half of SLaM patients involved in research

In the last edition we reported that the Biomedical Research Centre (BRC) for Mental Health had just received a £48 million funding award from the Government so it can develop new mental health therapies and treatments.

We also focussed on a key aim of the BRC, which is to get as many of SLaM's clinical staff as possible involved in research. The knowledge and experience staff have of local mental health problems will shape the research questions they ask. The research they produce is therefore more likely to generate solutions to local problems and can ultimately be used to improve patient care.

Similarly, the BRC has a target of involving 50% of SLaM's service users in research over the next five years.

Nearly all research on new treatment needs the help of those affected by a particular health condition at some stage to see whether they are effective. To help do this the BRC is creating a list of SLaM service

users (a case register) who might be interested in taking part in its research projects.

If patients agree to be part of this register, researchers will be able to look at their SLaM records to see if they are suitable for particular research projects before approaching them with details of the specific research study. They may be interested in hearing more about the symptoms someone is experiencing or to hear how their medication affects them etc.

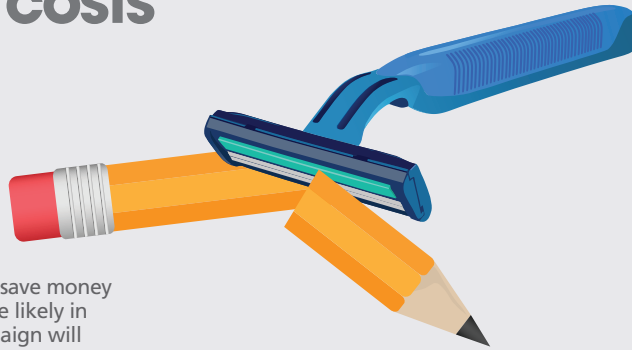
Patient confidentiality will be protected and only researchers who have gone through the necessary checks required by law will be able to see any personal information. No one has to take part in any project if they do not want to and everyone is free to withdraw from the register at any time without giving a reason.

If you are a SLaM service user and would like to find out more about the case register or participating in any of our research you can contact the case register administrator by phoning 020 3228 8553 or email ris.administrator@kcl.ac.uk

You can see more about the BRC by watching a new film <http://www.slam.nhs.uk/research.aspx>

Saving on stationery and printing costs

The Trust spends nearly £410,000 on stationery each year and plans are underway to shave 15% or £37,000 from this budget. Once plans are finalised, stationery will be ordered using a simplified core list of cheaper products, with requests for items outside this list subject to approval.



This is the first of several initiatives to save money from the stationery budget, with more likely in the coming months. An internal campaign will promote these changes when the scheme is ready to launch, including the list of products available and information on how to order.

The Trust also spends approximately £500k a year on the purchase and rental of printers, photocopiers, scanners, faxes and consumables such as printer cartridges and toners. A new managed print service involving a third party is in the pipeline and could save approx £120,000 by lowering the cost per copy and by saving 20% VAT, which can be reclaimed under a 'managed contract'.

The third party will be responsible for managing the Trust's print requirements more efficiently, including standardising equipment, supplying

toners and providing maintenance. An important overall objective of the new service will be to reduce the volume of material printed in the Trust.

A tendering process to select a third party supplier will take place in the first half of next year.

If you have any ideas to improve productivity, reduce costs or generate additional income please contact:

Gus Heafield
 Director of Finance and Corporate Governance
 E: gus.heafield@slam.nhs.uk or
 T: extension 82424

Austerity update

Earlier this year, SLaM News put a call out for money saving ideas. Here are a few that are being put into practice.

Hailing the new cab deal

Earlier this year, SLaM News put a call out for money saving ideas. Here's one that's been put into practice.

Knowing our taxi bill has been high, from September the Trust has arranged exclusive contracts with three local taxi companies. Based on price, quality of service and environmental impact, the contracts were awarded to Cannon Cars, Greyhound Cars and Ruskin Private hire.

This will deliver significant savings, better service for SLaM staff and patients and an overall reduction in carbon and other pollutants generated by transport.

All taxi journeys should now be booked through the borough helpdesks below (8am to 4.30pm)

Croydon	Ext 84324 / 84210 / 84211 Out of Hours Ext 84001 (Bethlem Porters)
Lambeth	Ext 86200 / 86505 / 86321 Out of Hours Ext 86147 (Lambeth Switch)
Lewisham	Ext 84324 / 84210 / 84211 Out of Hours Ext 80200 (Ladywell Reception)
Southwark	Ext 82155 / 82740 / 83973 Out of Hours Ext 82135 (Maudsley Porters)

It is hoped the new service arrangements will take over smoothly from the existing ones. If you have any questions please contact your local helpdesk or SLaM's travel and transport manager at jonathan.burns@slam.nhs.uk



Take-home supply of heroin antidote (31 August)

BBC Radio 4's PM Programme featured an eight minute item on a study being run by SLaM's National Addiction Centre. The study will involve 56,000 people in approx 20 English prisons and will investigate whether the large number of heroin overdose deaths that occur soon after release can be prevented by giving prisoners a take-home supply of the heroin antidote naloxone.



Research funding boost (18 August 2011)

The Guardian and Evening Standard reported on the Department of Health's research funding announcement, including a £53m award to SLaM and King's College London's Biomedical Research Centre for Mental Health.



Mental healthcare and the Mental Health Act (8 Sept 2011)

A senior SLaM nurse contributed to a live mental healthcare debate on BBC Radio 5 Live. The debate was prompted by Gail Porter discussing her experience of mental health services and the subject achieved approx 40 minutes air time, including several more interviews with mental health professionals and ex-patients.



SLaM's Party Drugs Clinic (29 Sept 2011)

An inaccurate article in the Independent prompted the newspaper to publish a letter from Dr James Bell on SLaM's Party Drugs Clinic, which helps people suffering problems related to the use of drugs such as GBL or GHB, mephedrone, methamphetamine and ecstasy. The service was also mentioned this week on the BBC and LBC radio, and in the Guardian, Daily Mail, Evening Standard and the GP Newspaper.

Members' Council election results

The 2011 SLaM Member's Council elections were announced on Monday 31 October.

Five new members were elected representing service users, carers, the local and national public and SLaM staff.

- **Martin Camden** joined the carers' constituency election and is both a service user and a carer.
- **Valerie Baker** joined the local service users' constituency and is a long-term service user, campaigner, advocate and a service user consultant with SLaM.
- **Andrew Glyn** joined the local public constituency election and was previously a governor at King's College Hospital.
- **David Dean** joined the national public constituency and is a religious minister with medical training and a specific interest in mental health.
- **Nick Stewart** joined the SLaM staff constituency and is a support worker and union representative.

Polly de Blank (local service users' constituency); Michelle Baharier, John Muldoon and Noel Urwin (local public members' constituency); and Gill Todd and Dr Francis Keaney (SLaM staff constituency) were re-elected to the Members' Council.

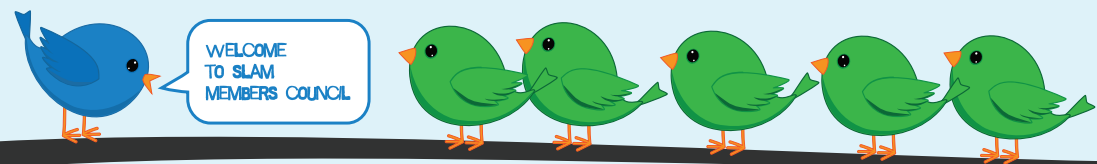
Fact file

The Members' Council supports the Trust's Board of Directors in setting the long term vision for the organisation and is effectively the 'voice' or executive arm of the membership.

Although not responsible for the day-to-day running of the organisation, the Trust's Board has a duty to consult and listen to the Council's views.

In total there are 40 seats on Members' Council with the majority elected from SLaM's membership. Other seats are drawn from organisations that the Trust works closely with such as local authorities, other hospitals or voluntary organisations. Elected members of the Members' Council serve for three years.

If you wish to contact any member of the Members' Council, please email membership@slam.nhs.uk or ring 0203 288 2441. The full list of members of the Members' Council can be found under 'Downloads' on the Members' Council website www.members.slam.nhs.uk



Green light for world-class learning centre at the Maudsley

A new, world-class teaching facility to replace the Southwark Training Centre got the go ahead in late September.

Subject to conditions, demolition of the Southwark Training Centre could start in December and construction of the new learning centre early in 2012. The project has a

scheduled opening date of spring 2013.

Southwark Council granted planning permission for the application, which was submitted by SLaM Charitable Funds' (now renamed Maudsley Charity) – the charity that manages SLaM's historical legacy and financial donations.

The new learning centre will replace the existing Southwark Training Centre, which was built in the 1970s and is no longer fit for its purpose. It will provide a state-of-the-art learning environment to help promote mental health and wellbeing and provide facilities for use by the local community.

Paul Mitchell, Director, Maudsley Charity, said: "World leading mental health research is developed on this campus. Our new learning centre will be suitable for today's multi-media teaching methods and will be a more appropriate space to pass on this research and other training to staff. The centre will also be open to the local community which will help us to raise awareness of the valuable work we do here."

The granting of permission follows extensive public consultation with neighbouring residents, staff and local stakeholders across Camberwell.

The new building will be contemporary in design and also highly sustainable, achieving a 20% reduction in CO2 emissions by using renewable energy generated on site.



SLaM wins national audit award

SLaM's 'Crisis Helpline Evaluation' was a winner at this year's Health Quality Improvement Partnership (HQIP) National Audit Awards - taking first place in the Patient and Public Involvement category.

The audit sought to identify, explain and improve on the reasons for SLaM's low score in the CQC National Patient Survey for Crisis Care. For example in 2010 only 40% of respondents said they had the number of a NHS mental health service that they can phone out of office hours.

Largely undertaken by service users, the judges commented that the audit was exemplary as it demonstrates the value of including service users in all stages of an audit project from choosing a topic to developing recommendations and implementing changes.

A total of 14 NHS organisations were shortlisted for five awards.



SLaM was the only double-nominee with another project – Audit of Antipsychotic use in Inpatients with Diagnosis of Dementia – being shortlisted and highly commended in the Sustained Improvement category.

The event took place at the Mercure Hotel, Manchester, and the prize and certificates were collected by Dr. Martin Baggaley, SLaM Medical Director and Sheila Woodward, Corporate

Audit Project Manager on behalf of the Audit Lead, D. Rosier, Service User Consultant who was unable to make the ceremony.

For further information and to view the poster presentations of either of the SLaM projects, please visit the HQIP website intranet site:

<http://www.hqip.org.uk/hqip-clinical-audit-awards-2011-and-the-winners-are/>

Kings Health Partners (KHP) Clinical Audit Awards 2011.

The two clinical audit projects above were also shortlisted for King's Health Partners (KHP) Clinical Audit Awards 2011. The KHP Audit Awards and Conference was the first collaboration of its kind between the three

Clinical Governance Departments in SLaM, King's, and Guy's & Thomas' Hospitals. Over 80 nominations were received from projects across all three trusts and SLaM's 'Crisis Helpline Evaluation' project came third.

Mental Health in Intellectual Disabilities: A reader

SLaM staff have contributed to the fourth edition of this handbook, which provides up-to-date information on mental health problems in people with intellectual disabilities and associated issues.

The revised version takes account of recent changes in the field, including new legal and policy frameworks now in place such as the Care Programme Approach (1990), revised Mental Health Act (2007) and the Mental Capacity Act (2005). There are also chapters on specific mental health problems, how they are diagnosed and treated.

Contributors are from multidisciplinary backgrounds including psychiatrists, psychologists, social workers, family therapists, nurses and trainers.

The handbook provides background knowledge for facilitators using Mental Health in Learning Disabilities: A training resource. The handbook can also be used independently to provide fundamental knowledge on the topic and can be purchased for £28 at www.pavpub.com

The handbook was produced by the Estia Centre – a training, research and development resource for those who



support adults with learning disabilities and additional mental health needs. The Estia Centre is based at Guy's Hospital and is an integral part of services for people with learning disabilities provided by the SLaM.

Mental Health Recovery Heroes Past and Present

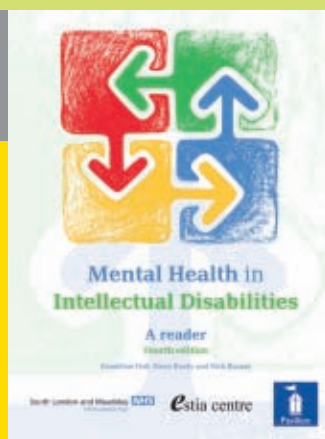
A handbook for mental health care staff, service users and carers

This new book develops the understanding of recovery and aims to inspire professionals working with people with long-term mental health problems, their carers, and most importantly the service users themselves.

The editing team includes two SLaM service users and former SLaM clinical psychologist, Jerome Carson. The book also features another five SLaM service users and offers brief accounts of past and present recovery heroes.

The book is written in two parts. The first considers the contribution people like Isaac Newton, Charles Darwin, Florence Nightingale, Winston Churchill and Abraham Lincoln have made to society, how they are considered to be mental health recovery heroes and how their lives were shaped and in fact enhanced by their mental illnesses.

The second provides narratives from 15 contemporary recovery heroes who have experience of mental health problems. Each has contributed to our developing understanding of recovery and



each has made a unique contribution to the field.

To order visit www.pavpub.com

What am I doing here?



Name: Ross Farmer
Job Title: Head of Physiotherapy and Clinical Exercise

What does your role at SLaM involve?

My role includes managing everything from individual patient physiotherapy to our clinical exercise programme. I also manage six physiotherapists, the clinical exercise team and facilities such as Bethlem Hospital's gym, swimming pool and the football and cricket pitches. More widely my role is about raising the profile of physiotherapy in mental health at a local, national and international level.

What do you find most rewarding about your role?

Being able to provide a full continuum of care, from seeing people in need of physiotherapy to helping to promote positive physical opportunities for patients and staff through our clinical exercise programme.

Physical health in a mental health setting?

Yes it's not always the first thing people think of, but that's changing. There's a wider emphasis on physical well-being within a predominantly mental health environment and physiotherapy is becoming an increasingly important part of that. We're working hard to build a strong evidence base of how this works at SLaM and demonstrate the difference we can make.

The future?

For me the future is about demonstrating how improving physical health can have a positive impact on a person's mental health needs. It's about seeing the whole person and recognising that just because they are in hospital with a

mental health problem doesn't mean that we neglect their physical needs.

Outside of work?

I've got a passion for health and fitness. I've previously been into judo and marshall arts and I enjoy going to the gym and skiing. I've also got two cats!

If you could be anywhere else where would it be?

Val d'isere on a ski slope!

To make a referral to the Physiotherapy Service email: ross.farmer@slam.nhs.uk

Bethlem Gallery Programme November 2011 to January 2012



Bethlem Affordable Art Fair

The Bethlem Gallery's annual open exhibition showcasing a treasure trove of desirable paintings, prints, drawings, ceramics, photographs, textiles, and sculpture made by over 40 artists from across South London and Maudsley NHS Foundation Trust.

Opening 7th December, 3 - 6pm

Exhibition Continues 8th - 23rd December

Gallery and Museum open Saturday 10th December, 11am - 6pm

Gallery open Saturday 17th December, 11am - 6pm

A Clearer Bluer Sky

An exhibition exploring the Monks Orchard Estate past and present through the collections of Bethlem Archives and Museum

Opening 11th January, 3 - 6pm

Exhibition continues 12th January - 3rd February, 11am - 6pm

Gallery and Museum open Saturday 14th January, 11am - 6pm

One of Many by Kim Noble

An exhibition of artwork by Kim Noble who has gained international acclaim for both the originality of her artwork and the remarkable story of her life. From the age of 14 Kim spent over 20 years in and out of hospital until she was diagnosed with Dissociative Identity Disorder (DID). DID involves the existence of many identities within one person as 'alters'. 13 of Kim's alters paint, each with their own distinctive style, colours and themes; ranging from layered abstracts to challenging figurative works.

Opening 9th November, 3 - 6pm

Exhibition continues 10th November - 2nd December

Wednesday - Friday 11am - 6pm

Gallery and Museum open Saturday 12th November, 11am - 6pm

Kim will hold an artist's Q&A at 2.30pm



Image from A Clearer Bluer Sky exhibition

Competition

Congratulations to last edition's winner Neville Desouza, Phlebotomy Manager, Maudsley Hospital Outpatients Department, who wins £100 of vouchers from www.nhsdiscounts.com/slam for correctly stating that people visited SLAM's website from 166 separate countries.

The prize remains the same for the Autumn edition.

To win you must correctly say how much the new managed print service could save the Trust?

Answers, along with a contact number, should be sent to communications@slam.nhs.uk by 14 January 2012. All emails should have 'Competition' in the subject field.