

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

SLaM news

Summer Edition 2011

+ Update on Magnet –
a system for measuring
the care we give

Latest research from
Biomedical Research
Centre for Mental
Health



Refreshing websites

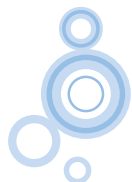
www.slam.nhs.uk gets a makeover

South London and Maudsley **NHS**
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. 82830
F. 82021
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 14



Page 16



Page 18



Page 28

Welcome	4
Message from Madeliene Long – SLaM Chair	5
SLaM through a lens – Water Tower speech A photographic take on SLaM	6
News in brief	7
Research – Biomedical Research Centre	12
Learning Centre design	14
CQC at Ladywell	15
SLaM website relaunch	16
Empowerment project	18
Magnet – Ambassador case studies	20
Magnet – Daisy Awards	21
Feedback	22
Step-up service – adult eating disorders	23
Improving Access to Psychological Therapies	24
Crisis Recovery Unit – self-harm	25
Media round up	26
Membership - Elections in September	27
Membership - Make me smile again	28
Staff stuff	29
Staff stuff	30
What am I doing here? Victoria Northwood	31
Competition	32

Welcome to the summer edition of SLaM News

This edition is packed with news from around the Trust. We are always keen to include a wide selection of content, so if you have a story that you think may be of interest why not give us a call on ext 82830 or email us at communications@slam.nhs.uk and we will consider it for the next edition of SLaM News.

The regular round up of news and events in this edition features the PUMAS, a team of service users who won the South London Grassroots Football League this year (P9), and RAW, a music project for service users that promotes positive mental health (P11). Also in the news section is the story of a team administrator for Nursing and Education whose music video is up against those of some of the world's most famous bands (P11).

Features in this edition include two examples of the research recently produced by the Biomedical Research Centre (BRC) for Mental Health, which is based at the Maudsley Hospital (P12) and is the only BRC for Mental Health in the UK. An article on page 18 highlights a world first as SLaM joins forces with Microsoft to develop an online service to give service users instant, password protected access to information on their healthcare.

Several pages have also been devoted to profiling SLaM services including the new Step-Up service at Bethlem Hospital to help adults with a serious eating disorder (P23). Page 24 highlights SLaM's Improving Access to Psychological Therapies services, which are located across Croydon, Lambeth, Lewisham and Southwark. The services have been designed to increase opportunities to access talking therapies for people suffering anxiety or depression.

Developing new, better treatments

Just as this edition of SLaM News goes to press, I am delighted to be able to announce that the South London and Maudsley and Institute of Psychiatry's Biomedical Research Centre (BRC) has been successful in its bid to secure funding for the next five years. The £48 million award is the largest percentage increase awarded to any of the organisations funded through the Government's National Institute for Health Research (NIHR).

Our BRC is the only one in the UK that focuses on mental health and the funding makes more exciting new research possible - research that has the potential to make a real step-change in the treatment of mental illness.

At the same time, SLaM has also been awarded £4.5 million to create a new Biomedical Research Unit (BRU), which will focus specifically on dementia. Treating and managing the increasing number of people that are likely to suffer from dementia is one of the country's biggest challenges going forward and the announcement of a dedicated research unit is great news.

These are fantastic achievements and recognise the dedication and hard work of the many individuals involved. I am very proud to be Chair of SLaM with our terrific relationship with the IoP and Kings College London, and of course proud of our major work at the heart of KHP.

One of our objectives as an Academic Health Sciences Centre is to speed up the time it takes to develop new, better quality treatments and approaches to improving health. Our BRC and new BRU are the engine rooms that help us achieve this, alongside the BRC run by our partners at Guy's and St Thomas' NHS Foundation Trust. The new funding means that these centres can continue producing pioneering research that will be turned in to new and better treatments to help people with mental health problems.

September is the time of year when SLaM's Annual Public Meeting (APM) lets us reflect on the work of the Trust over the past 12 months. It's been a difficult year in many respects and I am very aware of the pressures on people as we respond to the financial challenges we all face. The event will take place on 13 September from 5.30pm and will again be held at Glaziers Hall, London Bridge. It is open to all our members and I would encourage anyone with an interest to come along and join us as we take stock of the last year and look forward to the next.

I would like to take this opportunity to acknowledge the valuable work carried out by the Members' Council and their commitment in shaping the work of SLaM. I would also encourage anyone who is interested to put themselves forward for this year's elections to the Members' Council. There will be elections to 13 places so if you are a member of staff, a service user, carer or a member of the public from outside the south London area, please see the article on page 27 for details on how to put yourself forward. You will be made very welcome by all of us at SLaM.

Thank you everyone for your hard work over the past few months. I hope you enjoy this edition of SLaM News and remember, if you have some news you would like to shout loudly about, get in touch with the Communications and Media Department and we may be reading about it in the next edition. As ever, please feel free to send your comments or views to me via my SLaM email address.

**Best wishes,
Madeliene**





SLaM through a lens

Enoch Powell's famous 'Water Tower' speech was given fifty years ago this year. In it, he expressed the Government's determination to halve the capacity of residential facilities for mental healthcare.

As famous as Powell's speech became, the ideas expressed in it were not new and nowhere was more radical in thinking and practice than one of SLaM's predecessor institutions, Croydon's Warlingham Park Hospital. It was the first mental hospital in the country to implement a thorough open door policy, and the first to open a dedicated alcoholic unit. In 1954, two members of Hospital staff became the UK's first community-based psychiatric nurses, heralding the kind of changes in mental healthcare that inspired Powell's vision seven years later. In common with other mental hospitals,

Warlingham Park's inpatient services were wound down and eventually closed in the 1990s.

Four years before Powell's famous speech, Warlingham's Hospital Superintendent appeared on national television to declare his hope that 'the mental hospital as we know it today will become a thing of the past'. Footage of this interview, along with testimony from staff, former patients and relatives, will be shown in Bethlem Hospital's Boardroom on World Mental Health Day – Monday 10 October 2011 – as part of the BBC's Reel History of Britain campaign. For further details, visit www.bethlemheritage.org.uk

This image was kindly provided by Archives and Museums at the Bethlem Hospital. Read an interview with their new head of department, Victoria Northwood on page 31.



Channel 4's

Fans of Channel 4's popular 24 Hours in A&E series may have seen the final episode which focussed on mental health.

The 14-part observational documentary series is set in the Emergency Department at King's College Hospital and shows the day-to-day workings of the department and the interaction between staff and patients. The last episode featured staff and patients of SLaM's mental health liaison team which is based in King's Emergency Department.

SLaM's Communications team worked with the programme makers as it was an opportunity to

show a prime time television audience that it is a 'normal' occurrence for people to suffer mental health problems and that mental illness is not just about psychotic or violent behaviour. The programme also helped to show that emergency departments are places where patients with mental health problems can go as a last resort when they are in crisis. For approx 30% of patients seen by the liaison team it is their first contact with mental health services.

24 Hours in A&E

CBE for Gisli Gudjonsson

Professor Gisli Gudjonsson, Head of Forensic Psychology, has been appointed Commander of the Order of the British Empire (CBE) in the Queen's Birthday Honours.

Professor Gudjonsson developed and pioneered the Gudjonsson Suggestibility Scales, which measure how susceptible a person is to coercive interrogation. He has also provided expert evaluation in many high profile

court cases, including the Guildford Four, the Birmingham Six, the Tottenham Three, Judith Ward, Donald Pendleton, the Jill Dando murder case, the UDR Four and 'IRA funeral murders' cases. And he has testified abroad on numerous occasions with his testimony in America influential in stopping two executions.

Professor Gudjonsson, is thought to be the first person to receive a CBE for services to clinical psychology. He said: "I was absolutely thrilled because I have worked for many years to develop forensic and clinical psychology and apply it within the criminal justice system".

On the same Honours list, Councillor Dora Dixon-Fyle who sits on SLaM's Members' Council, was awarded an OBE for services to Local Government in the London Borough of Southwark.



New services for ADHD and autism in Lewisham

SLaM has launched two new community-based services in Lewisham to provide assessment and support for adults with attention deficit hyperactivity disorder (ADHD) and autism spectrum disorders.

The clinics are the first of their kind to be made available locally to Lewisham residents. Until now, when a service user in Lewisham with ADHD or autism reached adulthood (18 years) they would have to travel further afield for treatment and, if they had not already been diagnosed as a child, then there was no specialised service in Lewisham that could make a diagnosis.

Sajid Suleman, consultant psychiatrist who works with the autism spectrum disorders clinic, said: "The new clinics are a fantastic resource for adults in Lewisham who have, or need to be assessed for ADHD or autism spectrum disorders. They will speed up diagnosis and provide a locally-based ongoing support for our service users."

SLaM's Chair and Chief Executive receive honours

SLaM's Chief Executive, Stuart Bell, was awarded the Royal College of Psychiatrist's highest honour just a few days before **Madeliene Long, SLaM's Chair**, was made an Honorary Fellow of King's College London.

Stuart was made an Honorary Fellow of the professional body for psychiatrists at their International Conference in Brighton at the end of June. The Royal College has existed in some form since 1841 and although Stuart is not a psychiatrist by background, the organisation can grant the honour to someone considered to have rendered distinguished service in relation to the study, prevention and treatment of mental illness.

Just a few days later on July 1st, one of the world's leading research and teaching universities, King's College London (KCL), awarded Madeliene an Honorary Fellowship

Madeliene received the honour from the 182 year old institution at a ceremony in Southwark Cathedral. KCL was founded by King George IV and the Duke of Wellington (then Prime Minister) and has grown through mergers with several institutions including the United Medical and Dental Schools of Guy's and St Thomas' Hospitals and the Institute of Psychiatry. KCL is also the academic arm of King's Health Partners.



Madeliene Long and Stuart Bell

PUMAS lift the cup

Congratulations to the PUMAS, a team of service users who this season lifted the Winners' Cup of the South London Grassroots Football League.

The SHARP team (Social Hope and Recovery Project) based on Brixton Road formed the team in 2008, exclusively for Lambeth service users. As part of a range of social and therapeutic activities offered by SHARP, the team provided interested footballers the chance to meet regularly and benefit from exercise and the social contact the game always brings.

Two training sessions are held each week at the team's home ground: Ferndale Sports Centre, SW9. Development of the first team takes place on Wednesdays with Thursday afternoons given over to newcomers referred by the SHARP team.

The SHARP team has been instrumental in developing the new league across South London and negotiations are underway with Charlton FC after they expressed interest in the league. The end of season celebration tournament and awards



ceremony for the league was held at The Valley ground - no doubt delighting Psychosis CAG Director, Patrick Gillespie, who is a staunch Charlton supporter.

Using the success of the PUMAS and close rivals in SLaM Lewisham, the SOUTH-EAST LIONS, who, as their name suggests, have close ties with Millwall FC, the SHARP team hopes that other community mental health teams within SLaM will be encouraged to set up their own teams and contribute to the development of the new league. Readers interested in learning more, should contact Raul Savioz (raul.savioz@slam.nhs.uk) or phone the SHARP team on **0203 228 7050**.

Bethlem walled garden - public unveiling

Former BBC Gardeners' World presenter Toby Buckland officially opened Bethlem Hospital's Occupational Therapy walled garden in July.

The garden gives service users an opportunity to learn gardening skills, grow their own fruit and vegetables and gain therapeutic benefits from working in the open air with nature.

Unveiling the commemorative mosaic plaque, made by service users, celebrity gardener Toby Buckland said: "I've got so many good things to say about this project. I truly believe that everyone can get something out of gardening. What's so good for mind and spirit is being connected to nature. Gardening is with you through thick and thin - and it is always going to be there. I hope the walled garden will be here to enjoy for a very long time to come."



Improvements to Denmark Hill station have moved into a new phase that will impact on users of the station.

The stairs will be closed for refurbishment and there will be no access to the platforms from the ticket office from August. Access to the platforms will instead be via a temporary access bridge with an entrance in Windsor Walk.

Passengers using Pay as You Go Oyster cards will need to swipe in and out in the ticket office area, which will remain open during this phase of the work. There will be no ticket purchasing facilities at the temporary Windsor Walk entrance.



Improvements to Denmark Hill Station

This stage of the refurbishment project is expected to last for three months. Overall the project consists of a number of different elements which will be phased over the next 12 months, including:

- 1 New step free access including 3 lifts and walkways
- 2 Platform refurbishment
- 3 Refurbished ticket office

Bishop visits Bethlem



Margaret White, a volunteer Sacristan to the chaplaincy team at Bethlem Hospital for nearly 15 years, has been presented with the Benemerenti medal by Bishop Pat Lynch.

A thanksgiving service was held at the Bethlem chapel for Margaret and was led by Bishop Lynch – the first ever Catholic Bishop to visit Bethlem. He awarded Margaret the prestigious medal in recognition of her generous work and commitment to the Bethlem chapel.

Margaret has now retired but during her time at Bethlem chapel she worked patiently and faithfully to maintain it so that patients, staff and visitors would find it welcoming and peaceful.

Mary Yates, Matron, said: "We congratulate her on her achievement and her generosity. We wish her well in her retirement and we hope that we can keep the spirit of genuine care and nurturing alive in the chapel that she has enriched for so long."

Raw Sounds



The Raw Sounds music project promotes positive mental health by providing structured weekly sessions on writing, recording and performing music. The sessions are open to anyone regardless of previous musical experience and are taken by musicians trained in supporting people with mental health problems

Most sessions warm up with a discussion about the music people have been listening to, before a structured "jam" sees people start singing, rapping or playing a wide variety of instruments. Serena, a Raw Sounds member said: "Being part of Raw Materials is a really enjoyable and a creative way to enhance your talent in music."

The project has seen many songs written and performed collaboratively, including several shows in front of large audiences at The Hub and Hoxton Hall. Other performances are planned over the next few months.

Julia Hunter, Occupational Therapist, Lambeth Hospital, said: "A great thing about this project is the pathway to social inclusion. People can attend while an in-patient and can continue once discharged.

If they continue to show commitment, they can also train to become music mentors and support others to develop their musical abilities."

Julia is one of the mentors for the project and is happy to visit any ward or setting to tell people more about the initiative. You can contact Julia or project manager, Peter Leigh for more information.

julia.hunter@slam.nhs.uk
info@musicmentoring.co.uk (Peter Leigh)

Have a look at this professionally recorded music video to get a sense of what Raw Sounds project does: www.youtube.com/watch?v=b-lxqjbTY_0



Competing with the giants of music

Over 1200 entries from 53 countries were entered and only 148 films made it through.

Rushes Soho Shorts Festival celebrates the wealth of talent making short films including live action drama, documentary, animation, music video, and broadcast design.

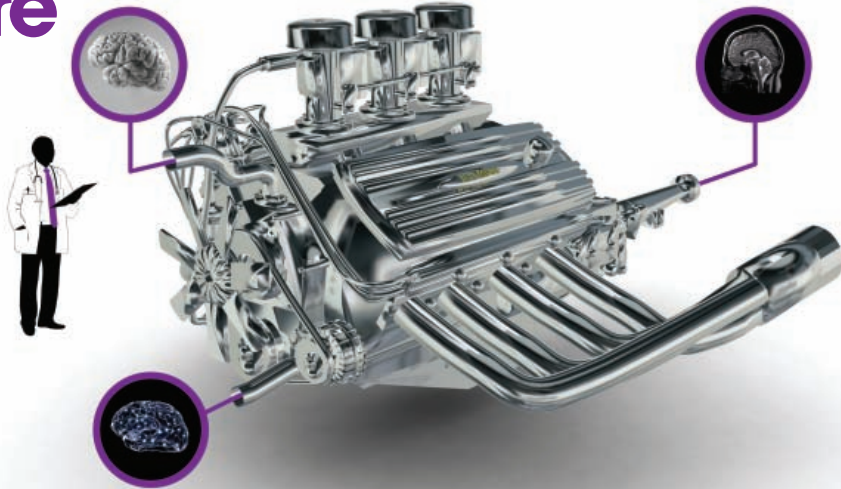
Gareth worked with his friends to make the video for the song, which is available for everyone to see via the link below. Unfortunately the video did not win, but instead has been nominated for an award at ANIMANIMA, the International Animation Festival in Serbia where they are up against Gorillaz again.

For the last two years, Gareth Evans, Team Administrator for the Nursing and Education Directorate has been working on a music project in his spare time. Little did he expect when he started out that his band, The Heavenly Spheres, would soon be competing against the biggest names in music.

A video accompanying Time Flies, one of Gareth's songs, made the shortlist of the music video category and was up against Gorillaz, Take That, Fools, Jessie J and The XX in the music video category of this year's Rushes Soho Shorts Festival.

www.vimeo.com/18702928

The Biomedical Research Centre



What is the Biomedical Research Centre for Mental Health?

The Biomedical Research Centre (BRC) for Mental Health is based at the Maudsley Hospital, and the Department of Health has just announced that it is to receive £48 million in funding over the next 5 years. This funding makes a step-change in the treatment of mental illness possible and is of national and international significance. There will be more detail on this announcement in the next edition of SLaM News, but what exactly is the BRC and what does it do?

The centre was established in 2007 and for the most part it is a virtual centre comprising more than 150 staff and trainees employed through both Kings College London and SLaM who are involved in mental health research.

The key aim for the BRC is to act as an engine or catalyst identifying and turning (translating) research into new, improved treatments for patients quicker than currently happens.

To make sure that the research and any subsequent treatments meet the needs of local people, SLaM plans to have as many clinicians as possible involved in research, particularly front-line clinical staff such as senior nurses and occupational therapists. The knowledge and experience they have of local issues will help shape the research questions they ask, which in turn should result in research that tackles or solves local problems and meets the specific mental health needs of local residents.

The two articles on the following page are two recent examples of the pioneering research generated at the BRC.

One important aim is for the BRC to act as an engine or catalyst within the Clinical Academic Groups (CAGs)

Shrinking brain could aid diagnosis of depression

Parts of the brain shrink when people suffer clinical depression, according to research released by scientists at the Biomedical Research Centre for Mental Health in July.

People suffering clinical depression were shown to have reduced brain volume in a number of regions including the frontal lobe (responsible for planning, judgement and emotions), basal ganglia (movement) and hippocampus (memory). The study also suggests that the hippocampus returns to normal size when someone recovers or is in remission – implying that at least some of the changes are not permanent.

The changes to brain structure are distinct and in the future may allow clinicians to use a Magnetic Resonance Imaging (MRI) scan to identify and diagnose clinical depression and ensure the symptoms are not the result of another psychiatric or neurological illness – something that is

currently clinically difficult. One in 20 is thought to be clinically depressed.

Matthew Kempton, neuroimaging scientist at the BRC said: "Until now, we had no biological markers to distinguish between major depression and similar conditions such as bipolar disorder.

"Telling the difference between conditions is obviously very important as the diagnosis determines the treatment. In the case of clinical depression and bipolar disorder, one is treated with anti-depressants and the other is mainly treated with mood stabilisers such as lithium."

Discovering when and how these changes in the brain occur will also help researchers to understand more about the causes of depression and ultimately how to treat it more effectively.

Serious mental illness shortens lives

People suffering serious mental illness can expect to live up to 18 years less than the national average, according to research published in June by the Biomedical Research Centre for Mental Health.

The research is the first to examine life expectancy for people with specific mental illnesses in the UK and shows that women with schizoaffective disorder and men with schizophrenia are among those most affected, with a reduced life expectancy of 17.5 years and 14.6 years respectively.

The study looked at people suffering bipolar disorder, depressive disorders, schizoaffective disorder, schizophrenia and people treated for substance misuse.

Premature mortality among people with mental disorders most likely arises from a combination of factors including social disadvantage, long-term antipsychotic

drug use and higher-risk lifestyles. For example, people with serious mental health conditions tend to look after themselves less well and are less likely to make the lifestyle changes, such as stopping smoking, eating well and exercising, considered necessary to stay fit and healthy.

Dr Rob Stewart, BRC, said, "These results show the enormous impact mental health conditions can have on general health and survival. The effects we see here are stronger than well known risk factors like smoking, obesity or diabetes.

We need to improve the general health of people suffering from mental disorders by making sure they have access to healthcare of the same standard, quality and range as other people, and by developing effective screening programmes."



The Maudsley Charity (formerly SLaM Charitable Funds) – the registered charity that manages SLaM’s historical legacy and financial donations - has submitted a planning application for a new Learning Centre at the Maudsley Hospital.

The plan is for the new building to replace the existing Southwark Training Centre which was built in the 1970s and does not provide enough light and open, flexible space for today’s multi-media learning and teaching methods.

As the computer generated images show, the new centre will be an intelligently designed, high-quality facility able to act as a hub for teaching and learning within SLaM and the Institute of Psychiatry. Staff from all King’s Health Partners organisations will be able to use the centre – helping to achieve the KHP objective to transfer knowledge from academic research into clinical practice more quickly. The centre will also be open and accessible to the public - developing SLaM’s ties to the local community and raising awareness of the work we do.



A new learning space

Care Quality Commission visits SLaM

The independent regulator of health and social care in England, the Care Quality Commission (CQC), performed a routine inspection of the Ladywell Unit, Lewisham Hospital on 29th March this year – assessing the unit against 16 standards of quality and safety.

The CQC did not identify any major areas of concern and in 11 areas they determined that standards were being fully met. However in 5 areas they identified that some improvements were needed in order for the unit to be fully

compliant with the terms under which it is licensed to operate by the CQC.

Areas in need of improvement include involving people in developing care plans, the availability of therapy and activities on the unit, and the extent to which staff engage on a one-to-one basis with patients. An action plan has been developed, which describes the steps taken in response to the CQC’s feedback and longer-term improvement plans. This action plan has been submitted to the CQC and its implementation will

be monitored through the monthly Chief Executive Performance Management Review process.

The CQC’s expert, independent scrutiny provides SLaM with valuable feedback about our clinical services. This feedback will be used to ensure that SLaM achieves and maintains the highest possible standards of quality and safety for the patients we serve.

The visit to Ladywell Unit was one of several reviews of SLaM services which will be undertaken by the CQC.



Refreshing websites

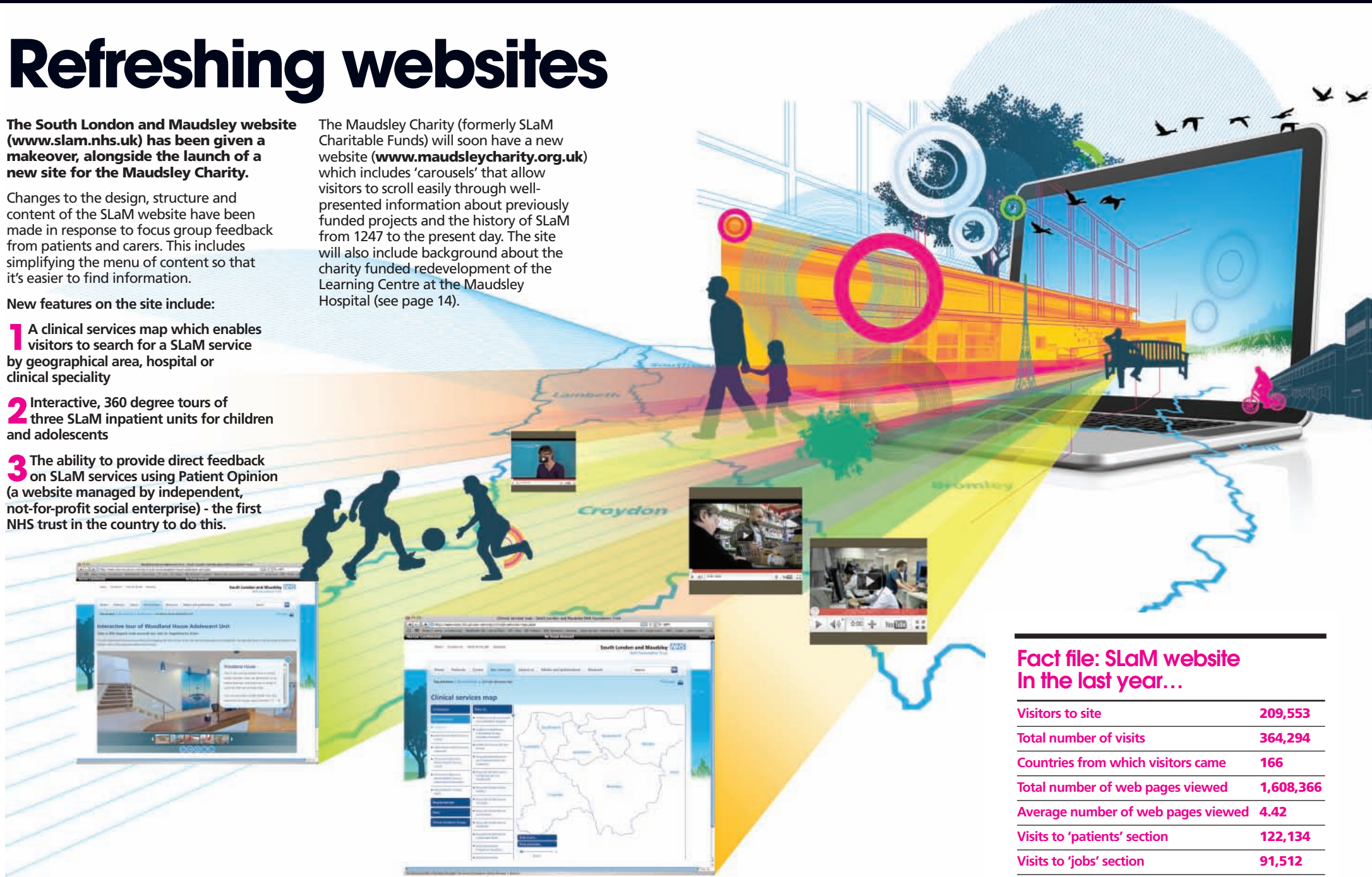
The South London and Maudsley website (www.slam.nhs.uk) has been given a makeover, alongside the launch of a new site for the Maudsley Charity.

Changes to the design, structure and content of the SLaM website have been made in response to focus group feedback from patients and carers. This includes simplifying the menu of content so that it's easier to find information.

New features on the site include:

- 1** A clinical services map which enables visitors to search for a SLaM service by geographical area, hospital or clinical speciality
- 2** Interactive, 360 degree tours of three SLaM inpatient units for children and adolescents
- 3** The ability to provide direct feedback on SLaM services using Patient Opinion (a website managed by independent, not-for-profit social enterprise) - the first NHS trust in the country to do this.

The Maudsley Charity (formerly SLaM Charitable Funds) will soon have a new website (www.maudsleycharity.org.uk) which includes 'carousels' that allow visitors to scroll easily through well-presented information about previously funded projects and the history of SLaM from 1247 to the present day. The site will also include background about the charity funded redevelopment of the Learning Centre at the Maudsley Hospital (see page 14).



Fact file: SLaM website In the last year...

Visitors to site	209,553
Total number of visits	364,294
Countries from which visitors came	166
Total number of web pages viewed	1,608,366
Average number of web pages viewed	4.42
Visits to 'patients' section	122,134
Visits to 'jobs' section	91,512
Visits to 'our services' section	66,675

In a world first for mental health, SLaM has joined forces with Microsoft to develop an online resource that will empower service users by giving them access to their health records and improve the relationship they have with their mental health worker (MHW).

Microsoft's HealthVault technology will be used to give service users instant, password protected access to information about their healthcare through an online personal profile.

It has long been acknowledged that NHS service users, especially those receiving care for mental health issues, can feel as if they have little or no influence over their care. The new online resource should tackle this problem by enabling service users to shape, rather than just receive, the care they get at SLaM.

By empowering service users to shape and influence their care and treatment, this project sees SLaM move into the next phase in patient choice. The aim is to encourage a more equal dialogue between patient and clinician and improve the nature of the relationship. It ultimately puts the patient in greater control of their healthcare, by allowing individuals to become more engaged with their healthcare.

Mike Denis, Director of Information Strategy, says: "For the new online resource to be a success, it is very important to develop it in partnership with service users and staff. We have already started to hold focus groups to help us to come up with the best design and to get ideas for content."

The initial phase will involve service users from the Psychosis and Child and Adolescent Mental Health Services (CAMHS) CAGs who will sign up for online personal profiles that give them access to their own healthcare information. If successful the plan is to give all service users at SLaM the option of having their own personal profile.

Before signing up for an online personal profile, each service user will get a chance to discuss with their MHW exactly what information about their care it is helpful to have access to – this could include their care plan, information about medication and its side effects, emergency contact details, links to useful online resources, and information about local events, support groups, courses and service user involvement opportunities.

An online profile will not be suitable for all service users so it is important to note that those who don't have a profile will still receive the same quality of care at SLaM and information about their care will still be available to them in the existing ways. The online personal profile is intended to complement the existing care a service user receives and will not replace any current paper-based or electronic health records used by SLaM.

During the initial phase, SLaM will be working with some local GP practices to develop information exchanges between the new SLaM personal profiles and GP electronic record systems.

Mike Denis continues: "This is not just about giving people access to their health records. This approach will provide patients with information that gives them more control over their health and wellbeing. It will empower them to make informed decisions and provide meaningful input into their own care plans and treatment methods – which will ultimately lead to better patient care."

UK Director at Microsoft's Health Solutions Group, John Gobron, says: "It is fantastic to work with a Trust that is so focused on patient welfare and is bold enough to challenge, change and revolutionise traditional ways of working in order to empower patients and provide better care."

Martin Baggaley, Medical Director at SLaM, says: "We are very excited to be taking a step closer to offering this facility to our service users. It's a leap forward for patient empowerment."



Microsoft's HealthVault technology will give service users instant, password protected access to information about their healthcare through an online personal profile.

World first for mental health



Magnet update

In the last edition of SLaM News we introduced Magnet – a system for measuring the care we provide against a set of rigorous standards. We also highlighted the DAISY Awards programme that recognises ‘extraordinary’ nurses and is a powerful tool for nursing recruitment and retention – an important objective of Magnet (see opposite page).

Communication of Magnet and its objectives is obviously crucial and this is largely being done by Magnet Ambassadors – 17 have been appointed so far at SLaM. The Ambassadors are direct care staff who are passionate about the opportunities that Magnet will bring to both enhance nursing practice and to improve the care that service users are engaged in. They are responsible for identifying and sharing good practice, energising colleagues, and embodying the principles of Magnet: excellence of nurses and nursing.

SLaM spoke to Magnet Ambassadors Denise Kenefick and Carla Vidale to find out more about their role and what Magnet means to the Trust.

“It’s good to discover you’ve still got that call. We haven’t lost our passion for nursing or for helping service users – even after a fair amount of years! Putting the patient first, at the centre of everything, is what we’re here for.” says Denise, forensic community psychiatric nurse (CPN).

Denise explains the Magnet Ambassador’s role: “As an ambassador our job is to take the Magnet message out to the teams, to recruit Magnet Champions for as many areas as



possible, to highlight good practice and to update the Magnet board on what is happening around the Trust.”

“An important part of what we do when caring for service users is to be compassionate and to demonstrate empathy and kindness. Magnet gives us a way to measure the work we do in nursing and this is something that can be hard to do – especially in mental health. By looking at things like length of admissions and reduced risk we can show that the work we do is effective and to a high standard” says Carla Vidale, CPN.

Magnet Ambassadors get a lot out of the role too. Denise says: “Each day I’ve been able to take away something – I’ve got more confidence, learnt research skills and I know more about other services in the Trust. The Magnet Ambassadors also give each other support and I’ve learnt an awful lot of things about myself. It would not be possible without the support of the other ambassadors as well as support and guidance from Jane Sayer (Programme Director Nursing Excellence and Magnet) and Hilary McCallion (Director of Nursing).”

Carla concludes: “Magnet has become the overarching umbrella for all the quality control initiatives and service user focussed approaches that we have at SLaM. It allows us to focus our efforts and emphasise care that is focussed on the service users’ needs.”

DAISY Awards – UK first

SLaM is the first mental health provider in the UK to introduce the internationally recognised DAISY Awards programme and the first round of awards took place on Tuesday 14 June 2011.

The DAISY Awards celebrate and highlight the contribution and value of nursing, including qualified nurses and unqualified nursing assistants working under the supervision of qualified nurses. The first SLaM DAISY Awards were hosted by Trust Chair, Madeliene Long, at the Lecture Hall in Southwark Training Centre, Maudsley Hospital.

Practise Development Nurse Ena Bachan-Lawrence was one of the winners. She said: “There are so many people who show brilliant care and compassion in the Trust. To be nominated is very humbling and I’m quite excited. I was very surprised that I am one of the winners. As a deputy ward manager I am the one who should be doing the nominating!”

The DAISY Awards are a way to recognise and make visible the contribution and value of nurses and are one of many new initiatives taking the Trust a step closer to achieving MAGNET status – the equivalent to a Michelin star for healthcare.

DAISY Award nominations can be submitted all year round and can come from colleagues, service users or carers. If you know a nurse or health care assistant at SLaM who is a credit to their profession then you can nominate them for a DAISY Award online via the SLaM website – www.slam.nhs.uk

Nursing Councils

Nursing Council’s are a way of ensuring the involvement of nurses at all levels in the decision-making processes at SLaM. The Councils have been introduced as part of the Magnet programme and have been embedded throughout SLaM’s new structure, which revolves around Clinical Academic Groups (CAGs).

The inaugural meeting of the Addictions CAG Nursing and Drug Workers Council took place on 28 June.



Inaugural meeting of nursing and drug workers Council

Foxley Lane Women's Service – service user feedback

The Women's Service at Foxley Lane provides 24-hour care for women experiencing a mental health crisis. It is an alternative to hospital admission and the women who stay there are 'informal' patients who have agreed to come in for care. Women usually stay at Foxley Lane for a short time (less than three weeks) and they receive help and support from mental health nurses, healthcare assistants, a consultant and a psychiatrist.

Many women write letters and send thank you cards when they have returned home. Here are just some of the things they had to say about Foxley Lane:

"Thank you so much for all your help and support. You are an amazing bunch of people, and I don't know where I would be today if I hadn't had your help and support. However bad things are you always patch me up and get me back out there."

"To all the very kind, dedicated and hardworking staff at the Women's Service. Thank you for your care + support for me over the years and especially over this time! You will always have my gratitude."

"It gave me much comfort to know that you were there. I wish you all, every good fortune in the future."

"Thank you for helping me with all the stuff that was going on in my head and for just listening."

"I have never met such a lovely caring bunch of people. You are all amazing with a special gift and hearts of gold. I can't thank you enough for all your help and support and making me the strong person that I am now."

"Your support and ideas have helped me through difficult days. I will always be grateful that I had a chance to come to Foxley Lane."

"Dear staff, Thank you for looking after my mum."

If you would like to comment and provide feedback on a SLaM service, please email communications@slam.nhs.uk. Please write 'feedback' in the subject heading.

The Step-Up to Recovery programme for eating disorders

Denbridge House – a 10-bed national specialist service treating adults with severe and enduring anorexia nervosa - was closed in March this year and has been replaced with a new day service at Bethlem Hospital.

The new service aims to avoid inpatient admissions by gradually stepping patients up so they and their families spend fewer days in care and are better able to live independently. Rosemary suffered a serious eating disorder and explains this 'step up' model of care and how it worked for her.

Rosemary's story

"It took a long and enduring illness spanning three decades, before I found a treatment that helped and I could finally say I was on the road to recovery from anorexia nervosa.

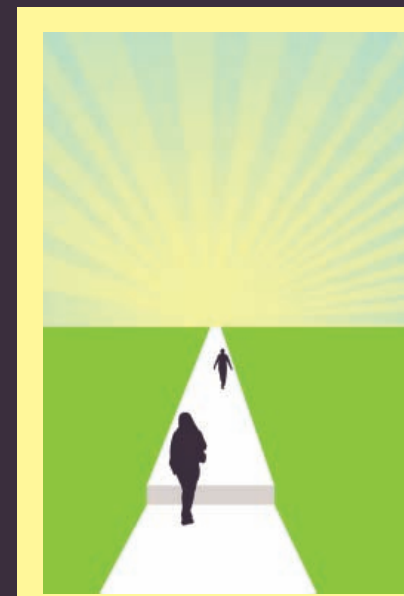
Looking back, the treatment I received differed to the others because the people looking after me were very aware of what recovery means to someone with Anorexia Nervosa. They know how to go about supporting patients and work collaboratively with you to achieve recovery – no matter what form it takes.

The striking thing is how real the prospect of recovery can be for everyone. Given the right support, recovery is something everyone can aim for and maintain - the fantasy really can become reality!

This belief forms the focus of the Step-Up to Recovery programme at the Bethlem Royal Hospital. The programme explores opportunities that are meaningful to you as an individual and which help to sustain your well-being. Stepping up to recovery is about realising your own potential in areas you define yourself. It is about building self-esteem and confidence to engage in things which up until now you have been unable to participate in for any number of reasons.

Staff on the Step-Up programme support you. Help is given creating the context of recovery and building a pathway to a meaningful life. In turn this helps to maintain the desire and motivation to remain well. Replacing the symptoms and effects of the eating disorder in this way gives you space to experiment and build a life free of the limitations of the illness.

Instead of the illness leaving a void, recovery gives you the chance to break free and live the life you deserve and would wish for yourself. This is the challenge faced by everyone on the Step-Up programme, but it is one which is embraced by patients and staff alike. The Step-Up to Recovery programme offers something which is priceless - HOPE."





Improving Access to Psychological Therapies

Improving Access to Psychological Therapies (IAPT) is a Department of Health initiative to increase access to talking therapies for people with anxiety and depression. IAPT services provide National Institute of Clinical Excellence (NICE) recommended psychological treatments and SLaM runs four IAPT services

under the Mood Anxiety Personality (MAP) CAG in Croydon, Lambeth, Lewisham and Southwark. Each IAPT service provides psychological help and support for people with disorders, including panic and agoraphobia, social phobia and obsessive compulsive disorder.

IAPTs also provide advice and support on finding work, job retention and benefits. IAPTs offer people with mild to moderate anxiety or depression "low intensity" interventions including guided self help groups and workshops (either paper-based or computer-based). People with moderate to severe anxiety and depression are offered "high intensity" therapy in the form of Cognitive Behaviour Therapy (CBT). IAPT teams, usually based at GP-services in the area, include a team leader, clinical/counselling psychologists, CBT therapists and psychological wellbeing practitioners. IAPT services also have counsellors, employment workers, community development workers and administrators who work throughout the service where needed. IAPTs also work with a range of

local organisations and health groups to support engagement and increase access to their services. For example, IAPT (Lewisham) has developed local links and is working with several weight management groups and the Lewisham Diabetes Support Group.

Some upcoming developments in the IAPT services include:

- promoting low intensity interventions more actively within the community
- offering telephone counselling for people who cannot attend a clinic/practice
- extending opening hours (early morning/evening clinics)
- developing effective low intensity interventions for obsessive compulsive problems
- increasing access for older adults and setting up an older adults therapy group
- improving access for offenders.

See www.slam.nhs.uk for more information



Crisis Recovery Service - national self-harm service



SLaM's self-harm service treats people from around the UK that other services have struggled to help. Patients will have self-harmed repeatedly and are likely to make frequent use of emergency services and other care agencies. Many suffer from a borderline personality disorder and enduring emotional problems linked to experiences in early life.

The list of methods people harm themselves with is almost endless, but include cutting and infecting wounds, burning, head-banging, overdosing, insertion under skin, breaking bones, involvement in abusive relationships, risky behaviours such as unsafe sex and attempts to get oneself raped or assaulted.

Similarly, the reasons why individuals repeatedly self-harm vary widely, but general themes include providing relief from thinking or feelings, releasing tension, expressing anger, making their body less attractive or as a means of punishing one's self.

One study involving 17 countries found that an average of 2.7% of individuals reported a previous episode of self-harm, but this varied considerably from country to country, including as high as 5% in the USA.

SLaM's in-patient service, the Crisis Recovery Unit, was set up in 1992 and helps individuals to develop alternative, healthier ways of coping and of gaining a better understanding of themselves. One therapeutic strategy used at the service includes the Retention of Responsibility approach which looks at the choice the self-harmer has between further acts of self-harm compared to alternative, more positive behaviours.

Kim, a former user of the service said: "My experiences there changed the direction of my life profoundly and for that I will always be grateful. I had never experienced a secure attachment in my childhood... it was like an enabling foster-parent."

For more details see: www.national.slam.nhs.uk/services/adult-services/selfharm/



SLaM featured in three programmes on Radio 4

You and Yours spent a day with Southwark Home Treatment Team. The 30-minute 'day in the life' feature (7 April) reflected well on the service with the staff involved in the programme coming across as dedicated, caring and very professional.

All in the Mind (10 May) ran a 15 minute article on Expert

Carers Helping Others (ECHO) – a project run by SLaM's eating disorders team that uses people with experience of eating disorders to support carers.

All in the Mind (12 July) also featured SLaM's Empowering Parents Empowering Communities (EPEC) - a parent-led project that tackles the high rates of childhood mental illness in inner city areas.



Serious mental illness shortens lives (18 May)

BBC Radio 4's Today Programme, Radio 2's Breakfast Show and BBC Radio London all featured research from the Maudsley Hospital's Biomedical Research Centre. The research stated that people suffering serious mental illness can expect to live up to 18 years less than the national average (see page 13).



SLaM and Microsoft partnership (24 May)

The Guardian, Health Service Journal, South London Press and several other health and technical press featured SLaM's partnership with Microsoft to develop an online health record for people using mental health services (see page 18).

Substance misuse in older people (22 June)

Interviews with SLaM consultant in old age psychiatry, Dr Tony Rao, featured extensively on the BBC including Today Programme, Breakfast and Six O'clock News. Tony is a member of the Royal College of Psychiatrists' (RCP) Working Group on Older People's Substance Misuse, which issued a report on the "growing problem" of drug and alcohol misuse among older people.



Would you like to sit on the Members' Council?

With a number of existing seats currently vacant, a total of 13 positions on the Council are up for election.

With vacancies in every constituency (see below) any SLaM member can put themselves forward for election this year. The election process starts on 30 August and anyone wishing to nominate themselves as a candidate will have 12 working days to get their nomination in.

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 the 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.

If you would like to put yourself forward as a candidate please contact Paul Mitchell, Trust Secretary, at paul.mitchell@slam.nhs.uk.

The results of the election will be announced on 22 October. For more information see the intranet front page, the SLaM website or contact Paul Mitchell.

What are constituencies?

Having a membership made up of a mix of service users, carers, staff and members of the public is an important part of being a foundation trust. It is important that this mix is represented on the Members' Council so seats are shared out between the six constituencies below.

Constituency	Vacant seats at forthcoming election:
Carer	1
Public (national)	1
Public (local)	4
Service user (national)	3
Service user (local)	2
Staff	2



Make me smile again

Projects funded by the Members' Council's Make me smile again scheme continue to bring a little sunshine into people's lives. Status Employment are running a static trapeze programme and Jo Rixom, project coordinator, reports:

"The Make me smile again Fund has given us the ability to demonstrate the potential trapeze has to positively impact the lives of women with depression and bipolar disorder. We have seen the benefits extend way beyond the physical with participants improving their confidence, self esteem, and social networks. It confirms our belief that physical activity is good for the mind and also in moving people towards work."

Feedback from people who have taken part in the project has been very positive including:

"I can believe in myself, my ability, my strength and my own power and this applies into the very core of my life"

"All round it has had a massive impact on my low mood and I feel much better"

"I found that I am more determined and strong emotionally and physically. I feel that I need not give up and feel so helpless"

For further information contact Jo.rixom@slam.nhs.uk

The next Make me smile again bids programme is planned for April 2012.



SLaM's Annual Public Meeting

This year's Annual Public Meeting will take place at Glaziers Hall, London Bridge, on Tuesday 13 September from 5.30pm.

As the title suggests the meeting is open to anybody with an interest in mental health services. Anyone is welcome to come along and

ask any questions or express views they may have on local mental health services. Contact communications@slam.nhs.uk for information.

Stonewall Diversity Champions

SLaM values the diversity of its workforce. And the Lesbian Gay Bisexual and Transgender (LGBT) Staff Group help the Trust to take the necessary steps to ensure it is an employer that respects the sexual orientation of its staff.

The group works closely with 4 in10, the service user LGBT group to improve the LGBT service user experience.

The staff group has recently been granted funds to join the Stonewall Diversity Champions Programme, which will help the Trust to make significant steps toward being an exemplar employer that values the diversity of its staff. The 12-month programme will provide a forum of good practice on sexual orientation

for employers and will help the Trust to make adjustments to its policies and practices.

The LGBT Staff Group is keen to make best use of the benefits of the programme to improve the working lives of staff whilst improving the experience of LGBT service users at a time when they need as much support as they can get. The staff group will work closely with Stonewall, who will mentor the group and support its application to the Workplace Equality Index. If the group's application is successful, the Trust may be listed in the 'Top 100 LGBT friendly employers' list.

For more information on LGBT Staff Group contact lgbtfocusgroup@slam.nhs.uk





Funding for staff development

A pilot of King's Health Partners staff development fund has been launched with the support of charities associated with SLaM and other King's Health Partners.

The fund gives everyone working within King's Health Partners the chance to apply for a grant of up to £400 to help fund their personal development. The money could be used to broaden your knowledge or skills, perhaps by attending a conference, short course or workshop.

The idea of the fund is to provide people with financial assistance when it is not possible to access other sources of funding. In these difficult economic times funding like this might be more difficult to find and staff from non-medical backgrounds are particularly encouraged to apply.

Susan Holton, Service Improvement Team, applied to attend a one day conference on Lean for Clinicians and said: "The staff development fund is a great idea especially in the current environment when no one has any money for courses and conferences.

"The application process was extremely straight forward and it took me about 5 minutes to complete the online form. I got an acknowledgement of my application straight away and was kept informed about how my application was progressing. I've already recommended the fund to several colleagues as I think it's an opportunity too good to miss."

Anyone who wants to find out more can log in to the King's Health Partners staff website.

www.kingshealthpartners.org

What am I doing here?

Name: Victoria Northwood
 Job Title: Head of Archives and Museum,
 Bethlem Royal Hospital



When did you start working here and where did you work before?"

I started working at SLaM in April. Before that I spent several years working in the Library and Archive at Shakespeare's Globe, but I have also worked more widely in heritage management.

What is the Archives and Museums?

The Archives and Museum is based on the Bethlem site, and is managed by a charity, the Bethlem Art and History Collections Trust. We care for archives, works of art and historic artefacts on behalf of SLaM, including the statues of Raving and Melancholy Madness which are all that remain from the hospital when it was based at Moorfields.

What does your job involve?

My role is really varied. Along with other members of the

team I welcome visitors to the museum, help to deliver education sessions and give talks to groups. I also liaise with publishers and film companies who want to use our collections, and arrange loans to other institutions such as Tate Britain.

What plans do you have for the Archive/ what would you like to see happen over next 5 years?

Most of my time for the next year or so will be dedicated to moving the archives and museum to a new home on site. Our display space is very cramped and we can only show a fraction of the collections at present. The Heritage Lottery Fund have provided us with a development grant of just over £50,000 to help prepare for the move and we will be undertaking a major consultation during the next few months, to find out what people would like to see in

the new museum when it opens. So if you have an opinion, feel free to get in touch!

What do you like most and least?

I love talking to people about the collections, and hatching plans for the future. And so far at least there's nothing not to like!

When you are not working what do you like to do?

I travel back down to Dorset and spend time with my husband and daughters, Edie and Matilda. It's a different world down there!

To contact Victoria Northwood email: victoria.northwood@slam.nhs.uk

Bethlem Gallery programme: September to November



One of Many by Kim Noble

Kim Noble is an artist who lives with Dissociative Identity Disorder, formally multiple personality disorder. Kim and 13 of her personalities (alters) became interested in painting in 2004 after spending a short time with an art therapist. These 13 artists each have their own distinctive style, colour and themes, ranging from solitary desert scenes, to sea scenes to abstracts, collages and paintings with some traumatic content. Many are unaware that they share a body with other artists. She has had over 40 solo and group exhibitions around the world. Last year Kim was interviewed by Oprah for Oprah's anniversary show. Kim's book All of Me will be out in October 2011.



Opening: 9th November, 3 - 6pm

Exhibition continues: 10th November – 2nd December

Wednesday - Friday 11am - 6pm

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

Eternal Maternal

An exhibition marking the 30th anniversary of Bethlem Royal Hospital's Perinatal Unit with paintings, drawings and photographs by Bethlem artists and patients past and present.

Opening: 31st August, 3 - 6pm

Exhibition continues: 1st – 23rd September

Wednesday - Friday 11am - 6pm

Gallery & Museum open Saturday 3rd September, 11am - 6pm

Unescorted #3

An exhibition of artwork and music created by current detained patients from River House, Bridge House, and Bethlem's Forensic Adolescent Unit from South London and Maudsley NHS Foundation Trust.

Opening: 5th October, 3 - 6pm

Exhibition continues: 6th October – 4th November

Wednesday - Friday 11am - 6pm

Gallery & Museum open Saturday 8th October, 11am - 6pm for World Mental Health Day 2011

Competition

Congratulations to **Jolyon Poole, Neville Desouza, Hazel Troke** and **Nadezda Nath** who have won five classical CDs each for correctly stating that there are 17 Magnet Ambassadors at SLaM.

This edition's competition is for **£100 of vouchers** to spend on the NHS Discounts website (www.nhsdiscounts.com/slam). To win you must correctly state **how many countries did people visit SLaM's website from last year?**

Answers, along with a contact number, should be sent to communications@slam.nhs.uk by September 15, 2011. All emails should have 'Competition' in the subject field.