

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

# SLaM news

Winter Edition 2012

+ New name, new look  
for Maudsley Charity  
Family and carers events



# Maudsley International

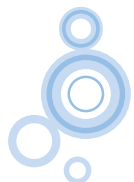
Sharing expertise  
and world-class  
skills globally

South London and Maudsley   
NHS Foundation Trust

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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](mailto:communications@slam.nhs.uk)  
W. [www.slam.nhs.uk](http://www.slam.nhs.uk)

Switchboard: 020 3228 6000

Design: [bigfrankmedia.com](http://bigfrankmedia.com)

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

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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](http://www.kingshealthpartners.org)

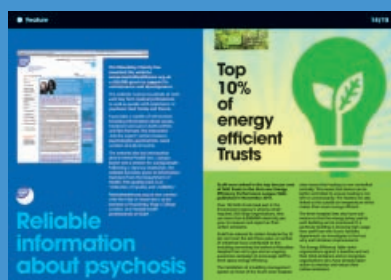


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# Welcome to the winter edition of SLaM News

This edition of SLaM News brings you the latest news from around the Trust including the launch of the refreshed and revitalised Maudsley Charity website and our top ten ranking in the Energy Efficiency Performance League.

We feature SLaM's new £1 million Addiction Recovery Clinic in Lambeth which will test a pioneering treatment for people addicted to opiates in a format never before used in the UK – a small piece of film that dissolves under the tongue. The centre will help nearly 600 people over the course of the three year trial.

We profile Maudsley International which, over the last three years, has worked with colleagues from 27 countries to deliver clinical research attachments, clinical excellence training and a host of evaluation and developmental projects in mental health. Despite its small budget Maudsley International has generated income and received consistently positive feedback.

There is also a double-page special feature on MyHealthBox - the website will go live at the end of this month when the first service users will be able to sign on and get access to information about their care at SLaM. Service user Richard Barefoot, who took part in the consultation phase, thinks MyHealthBox could facilitate "a truly meaningful dialogue" between the service user and their care coordinator.

Staff may be interested to read about the Trust's Annual Conference which focused on 'Shaping the Future' and examined initiatives to develop integrated care across organisational boundaries and across primary and secondary care.

# Message from the Chair

**I'm pleased to report in this edition of SLaM News that work is now well underway on our new Learning Centre at the Maudsley Hospital. The new centre, funded by the Maudsley Charity, is due to open in 2013 and will provide a fantastic new education and training resource.**

Work is also progressing on the Charity funded restoration of the properties on Windsor Walk, four of which are being converted into home-from-home accommodation for children and families undergoing treatment at King's College Hospital.

Across the road from the Maudsley, another exciting development is our Wellcome Trust Clinical Research Facility (CRF) at King's College Hospital. The centre is probably the first in the world

to be designed for mental health and neuroscience clinical trials, which means we can offer patients access to new treatments that they wouldn't receive elsewhere.

The CRF includes neuroimaging facilities to study the brain in action and an intensive care unit facility for patients with brain injury. It also hosts the largest cell therapy unit in Europe, allowing King's College Hospital to build on its track record for developing new treatments for conditions such as liver failure. All in all, the centre is a great example of our Academic Health Sciences Centre (AHSC), King's Health Partners, in action.

As reported in the last edition of SLaM News, a review of King's Health Partners has been taking place over the last few months looking at possible options for the future, including the possibility of a merger between two or three of the NHS partners. This is about how we make sure that our AHSC really delivers on its commitment to use the learning from research to deliver the very best possible care to patients.

We plan to extend this discussion about the future of our AHSC to staff, members and others from spring onwards, once each of the NHS Boards and the King's College London Council has had the opportunity to discuss the various options in more detail.

**Best wishes,  
Madeliene**





## SLaM through a lens

People from all over the world contact Bethlem's Archives and Museum to find out more about ancestors who were at one time patients at Bethlem Royal Hospital. No two enquiries are the same, as a recent request to see film footage shot at Bethlem in 1916 illustrates.

Bethlem Royal Hospital held a summer garden games party in that year for the benefit of wounded soldiers temporarily repatriated from the trenches of the First World War.

The featured photographs are taken from a film of the event, commissioned by the hospital, and show competitors taking part in various events – perhaps the early 20th century equivalent of Bethlem Sunfayre's It's A Knockout competition.

The hospital commissioned the film of the event and recently someone got in touch asking to watch it after noticing the name of an ancestor in the online archive catalogue's description of the film.

The original copy of the film is on safe deposit at the British Film Institute because, like all early film, it is made of nitrate and is prone to spontaneous combustion in warm conditions. However, the Bethlem Archives and Museum team were able to direct the enquirer to their YouTube channel (<http://www.youtube.com/user/BethlemRoyalHospital/videos>) where the footage has recently been uploaded, providing a rare window into the hospital's past, not just for one family history researcher, but for all of us.



## Dementia stories

SLaM's Mental Health of Older Adults and Dementia CAG has helped to develop a series of four films produced by young people in Lambeth about people who have dementia.

The Dementia Stories initiative was developed by the South London HIEC and aims to generate awareness of the signs of dementia at an early stage, to provide the viewer with information about what to do if someone they know has dementia and to de-stigmatise the condition, particularly in black and minority ethnic communities.

Above all the films show that people with dementia still have interesting personalities and stories to tell. The initiative also encouraged inter-generational relationships between young and older people in Lambeth. The films will be distributed to the public via GP surgeries, schools and on YouTube and SLaM's website. Watch all four films at [www.slam.nhs.uk/media-and-publications/latest-news/dementia-stories.aspx](http://www.slam.nhs.uk/media-and-publications/latest-news/dementia-stories.aspx)

## Enterprising charity gets award from The Apprentice winner

SLaM service users who are employed by Clapham-based social enterprise, Abbevilles, attended the First Step Trust (FST) Awards where

Abbevilles won first prize for customer service.

The award was presented by Stella English, winner of

BBC's The Apprentice, who said: "I'm very supportive of the work FST does because it's not only about helping people into work it's also about helping people to make their lives better."

The Awards are a celebration of people's contribution to the workplace despite dealing with mental health problems and other disadvantages. Abbevilles also provided catering at the awards – delivering a three course, sit-down meal for 130 guests.

Abbevilles is a restaurant and outside catering business that supports local people who have been out of work, because of mental ill health or other issues, back into the workplace. The restaurant was described by Time Out in their Cheap Eats Guide, as "Swanky Claphamite cuisine at bargain basement prices."



Stella English with Abbevilles staff

## King's International Lecture

The King's International Lecture series focused on global mental health in November when world renowned psychiatrist and World Health Organisation (WHO) Leader, Dr Shekhar Saxena delivered a talk.

The lecture series is open to all SLaM staff and is free to attend.

Dr Saxena examined the current challenges for global mental health and described WHO's Mental Health Gap Action Programme (mhGAP) which aims to increase services for mental,

neurological and substance use disorders in countries with low and middle incomes.

According to WHO, these disorders are common all over the world and 14% of the global burden of disease is attributed to them. However, most of the people affected (as many as 75% of the population in many low income countries) do not have access to the treatment they need. Many countries spend less than 2% of their health care budget on mental health.



With proper care, psychosocial assistance and medication, mhGAP asserts that tens of millions of people could be treated and begin to lead normal lives— even where resources are scarce.

## Shiatsu sessions



SLaM service users, carers and staff can enjoy the therapeutic benefits of Shiatsu sessions at the Community Link Centre, Maudsley Hospital.

Set up by the Occupational Therapy Department and Shiatsu Practitioner Katharine Hall in 2010, the

Shiatsu project offers up to six 30 minute sessions for each client in a supportive, quiet space. The sessions can give clients a fresh perspective as well as practical health enhancing tips.

So, what is Shiatsu exactly? Shi = finger,atsu = pressure in Japanese. It is a gentle, connecting touch treatment done whilst the client remains clothed and lying on a comfortable mat (futon). Gentle pressure, rotations and stretches are used to reduce muscular tension, relax the nervous system and improve joint mobility. Shiatsu research has been published showing positive outcomes and Katharine collects feedback and evaluates the Maudsley project regularly.

Katharine says: "It is a real privilege to work with clients and I'm delighted to be working here at the Maudsley with the OT department."

Half hour sessions run all day every Thursday for SLaM service users and on a Monday afternoon each month for SLaM staff. A referral is necessary for SLaM service users. Please contact the Community Link Centre reception for more information on ext. 82704. Find out more about Shiatsu at [www.shiatsuplus.co.uk](http://www.shiatsuplus.co.uk).

## Mental Health Forum 2012

This free, one-day national conference is about achieving the best possible outcomes for patients with mental health conditions and takes place on Wednesday 23 May at Novotel London West. The event is an opportunity to share ideas on how to commission and deliver mental health services now and in the future. It will cover key clinical topics, reflecting the realities of day-to-day practice, as well as showcasing examples of real innovation in service provision.

Conference highlights will include presentations by world-leading experts on dementia, medically unexplained symptoms, depression, anxiety and schizophrenia, and the links between mental and physical ill health. Delegates will gain up-to-date clinical knowledge and practical advice on how to shape services locally to meet the key objectives of the cross-Government mental health strategy, No Health Without Mental Health.

Find out more and book your place online at <http://www.mental-health-forum.co.uk> or call 020 7921 8575.



Staff at the Bethlem Gallery and the Bethlem Museum feature in an upcoming radio programme looking at the relationship between madness and creativity – **A L Kennedy: Art and Madness** broadcast on BBC Radio 3 on Sunday 19 February 2012.

Scottish writer and comedian, A L Kennedy (right), questions the clichéd link between madness and creativity and claims that being true to yourself and exploring your identity is integral to the making or performing of art.

The programme considers various views on how mental illness does (and does not) contribute to producing art.



# Art and Madness

## Lambeth pioneering new addiction recovery treatments

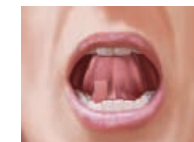
**SLaM is introducing a new £1 million Addiction Recovery Clinic in Lambeth to test a pioneering treatment for people addicted to drugs such as heroin.**

The new treatment involves prescribing a substitution opiate drug in a format never before used in the UK (a buprenorphine-naloxone combination therapy delivered as a piece of film that dissolves under the patient's tongue, ensuring the prescribed dose is delivered quickly and effectively) in combination with a wide range of specialised, personalised psychological therapies.

People addicted to heroin often fail to stay off drugs because they do not stay in treatment so psychologists at the clinic will offer a combination of specialist, personalised behavioural therapies to specifically tackle this.

The centre will help nearly 600 patients over the course of the three year trial and is supported by an educational grant provided to the clinic's partners Action on Addiction.

Action on Addiction is the only UK charity working across the addiction field in research, prevention,



treatment, professional workforce development and support for families and children. The charity recently announced that HRH The Duchess of Cambridge has become its patron.

# Advanced Psychiatric Trainee of the Year

**SLaM psychiatrist Dr Kamran Ahmed** has been named Advanced Psychiatric Trainee of the Year 2011 by the Royal College of Psychiatrists.

The annual RCPsych Awards, hosted by Maureen Lipman, mark the highest level of achievement within psychiatry and are designed to recognise and reward excellent practice in the field of mental health.

Dr Ahmed said: "It was a real privilege to be shortlisted alongside the excellent trainees in this category and an absolute honour to win

the award. At SLaM we are very lucky to have so many opportunities available to us; conducting research with professors from the Institute of Psychiatry, teaching enthusiastic students from King's College London and working with highly motivated mental health professionals from a range of disciplines."

Dr Andrew Hodgkiss, consultant liaison psychiatrist, said: "I nominated Kamran for the award because of the great initiative and ambition he has shown over recent years in his approach to higher training in psychiatry."



## CBE for Professor Bhugra

Professor Dinesh Bhugra was awarded the title of CBE for services to psychiatry in the New Year Honours List 2012.

Professor Bhugra is an Honorary Consultant at the Psychosexual and Relationship Service at SLaM, as well as Chair of Mental Health and Cultural Diversity at the Health Service and Population Research Department at the Institute of Psychiatry (IoP) at King's College London.

Professor Bhugra has been instrumental in developing training packages for health service professionals and strategies for psychiatric education around the world. He was Dean of the Royal College of Psychiatrists from 2003 to 2007, and President from 2008 to 2011.

Professor Bhugra said: "It is a great honour and I am particularly delighted as the honour recognises psychiatry and the exciting and hard work we do in the field. It would not have been possible without the support of so many colleagues both in SLaM and in the IoP and I would like to pay tribute to them for their sterling support."

Professor Shitij Kapur, Dean and Head of School at the IoP said: "The work of Dinesh and his colleagues is recognised worldwide so it is only fitting that it be recognised at home. This award is an honour for Dinesh and reflects positively on the IoP, SLaM and King's."



## Royal Society of Medicine Research Prize

Psychiatrist Dr Rina Dutta has been awarded first place in the Royal Society of Medicine (RSM) Psychiatry Section Mental Health Foundation Research Prize.

Dr Dutta is an MRC Research Training Fellow and Academic Lecturer at King's College London, whose clinical practice is with SLaM's national Affective Disorders service.

The award is for the most outstanding published paper reporting original research work by the principal author in the last year. Dr Dutta's submission was her paper in the Archives of General Psychiatry, Reassessing the Long-term Risk of Suicide After a First Episode of Psychosis.

Dr Dutta said: "It was a wonderful evening and a lovely surprise, as it could have been anyone's game. All the medics and surgeons were so accomplished. Anyway for the first time the Cinderella specialty won in the end, which is fantastic news for psychiatry!"



Dr Kamran Ahmed

Maureen Lipman

# New name, new look

**Maudsley Charity, formerly SLaM Charitable Funds, has launched its new website.**

A 'spotlight' feature on the website highlights important information, a 'carousel' has been introduced to make it easier to find out about the Trust and the Charity and there is a dual emphasis on meeting the needs of prospective fundraisers and potential grant applicants.

The website comes complete with an interactive timeline of SLaM's near 800 year history; case studies of

some of the fantastic projects and research funded; and information about fundraising and how to apply for a grant.

The Charity aims to support innovation and improvement in mental health service and to increase public awareness and understanding of mental health issues.

From supporting art exhibitions, magazine production and documentaries to the building of a new state-of-the-art learning centre at Maudsley Hospital, the

Charity has funded a variety of projects that benefit SLaM services, staff and service users as well as other organisations that serve the same community.

The Maudsley Charity also funds research that advances understanding of mental wellbeing, facilitates the diagnosis of mental illness or improves the prognosis for mental illness.

Visit the website now at: [www.maudsleycharity.org.uk](http://www.maudsleycharity.org.uk)



A still from the film Overload

a major three year initiative, funded by Maudsley Charity, that provides creative activities and initiatives for people who use mental health services in South London.

Age Exchange is a charity working with older people to improve their quality of life through a wide range of reminiscence-based creative activities and arts products.

Film maker Ivan Riches directed Overload working in partnership with people who

suffer from mental health distress. He said: "I have worked with some extremely creative and courageous people. Overload is a film that will crack the walls of stigma."

## Overload

**Overload is a film about how modern day living in South London affects people's senses. The film uses people's accounts of mild to severe effects of 'Overload', what triggers it, how it affects their lives, how it makes them feel and what they do to cope with it.**

The film premiered in November 2011, marking the end of the first year of the Age Exchange "Hearts and Minds" programme -

The film was introduced at the premier by Stuart Bell CBE, SLaM chief executive, who said: "I'm very pleased to be introducing Overload at the film's premiere. Maudsley Charity is proud to be supporting Hearts and Minds. It is an important programme that provides people in south London with mental health issues access to creative activities and initiatives that can directly benefit their wellbeing."

## Together we can

together we can... is the new fundraising partnership for the Maudsley Charity, Guy's and St Thomas' Charity and King's College Hospital Charity. The new fundraising team now works with the fundraising teams for King's College London and King's Health Partners.

Being able to work together in new and unprecedented ways, the aim is to better utilise shared skills and resources to support life-changing work and research by raising funds.

A new website will be available soon at [www.togetherwecan.org.uk](http://www.togetherwecan.org.uk)



The Maudsley Charity has awarded the website [www.mentalhealthcare.org.uk](http://www.mentalhealthcare.org.uk) a £50,000 grant to support its maintenance and development.

The website receives hundreds of visits each day from medical professionals as well as people with experience of psychosis, their family and friends.

It provides a wealth of information including information about causes, treatment and care in both written and film formats. The interactive 'Ask the expert' section features psychologists, psychiatrists, social workers and pharmacists.

The website also has information about mental health law, a jargon buster and a section for young people. Following a rigorous inspection, the website has been given an Information Standard from the Department of Health. This quality mark is an "indication of quality and credibility".

Mentalhealthcare.org.uk was created with the help of researchers at the Institute of Psychiatry, King's College London, and mental health professionals at SLaM.



# Reliable information about psychosis



# Top 10% of energy efficient Trusts



SLaM was ranked in the top ten per cent of NHS Trusts in the first ever Energy Efficiency Performance League Table published in November 2011.

Over 150 NHS Trusts took part in the Environment Agency's scheme which required 2103 large organisations, that use more than 6,000MWh electricity per year, to measure and report on their carbon emissions.

SLaM has reduced its carbon footprint by 22 per cent over the last three years. A number of initiatives have contributed to this including converting the boilers at Maudsley Hospital from oil to gas and an ongoing awareness campaign to encourage staff to think about energy efficiency.

The installation of a building management system on the Trust's main hospital sites

means that heating is now controlled centrally. This means that timers can be better controlled to ensure heating is not left on unnecessarily. The heaters are also linked to the outside air temperature which makes them more energy efficient.

The main hospital sites also have sub-meters so that the energy being used in each building can be monitored. If a particular building is showing high usage then staff from the Trust's Facilities Department can investigate to find out why and introduce improvements.

The Energy Efficiency Table ranks organisations against a baseline and not their total emissions and so recognises organisations who have already taken action to monitor and reduce their carbon emissions.



# Around the world

**It's been a busy year for Maudsley International (MI), who've been reviewing mental health services in Greece, training clinicians from Saudi Arabia and Abu Dhabi, and hosting visits from colleagues from Hong Kong, Germany, China, Korea, Canada, Norway, and Australia as well as delivering consultancy and master classes overseas.**



"I'm tremendously proud of the expertise and world-class skills that our colleagues across SLaM and the Institute of Psychiatry have to offer. You don't really appreciate how well and widely regarded the Maudsley is until you see the real demand there is for this from colleagues overseas," says MI Director Tracey Power.

"So we harness the expertise and experience of leading clinicians, managers and scientists and offer teaching, training and consultancy services tailored to the needs of colleagues working in very different environments around the world".

Tracey together with Professors Nick Bouras and Graham Thornicroft make up the management team of the project and have

championed MI's mission to improve global mental health, anywhere in the world, including here in the UK.

Over the past three years, MI has worked with colleagues from 27 countries to deliver clinical and research attachments in the UK; tailored clinical excellence training in the UK and abroad; and been instrumental in a host of evaluation and developmental projects helping governments, NGOs, clinical and research institutions, voluntary organisations and charities. This is an impressive track record, given that the bulk of their activity has been carried out by a small core team, working with clinicians, managers and researchers across SLaM and the Institute of Psychiatry (IoP), King's College London, the organisations who have jointly sponsored the project.

Despite operating on a small budget, MI has not only delivered a wide range of services to generate income for SLaM and IoP participants; it has also had consistently positive feedback describing their contribution as both useful and enjoyable.

As 2012 progresses MI will be increasing its role to become a major vehicle for offering our expertise to colleagues overseas. There are already several projects up and running, including a European Commission Joint Action Programme on mental health and wellbeing.

To discuss how MI can help you share your expertise with the wider world email [tracey.power@slam.nhs.uk](mailto:tracey.power@slam.nhs.uk). Also see: [www.maudsleyinternational.com](http://www.maudsleyinternational.com).



Richard Jones and Wanda Garcia with mental health nurse trainees in Saudi Arabia

**Richard Jones, Specialist Nurse Researcher, gives a first hand account of carrying out Maudsley International training in Saudi Arabia.**

Last year Wanda Garcia, Matron, and I flew off to Riyadh, Saudi Arabia to deliver the first of three Mental Health Nurse Training programmes.

The Saudi Arabian Ministry for Health had approached Maudsley International and asked them to design a bespoke training programme for their nurses working in mental health hospitals. Unlike here in the UK, there is no specialist branch of mental health nurse

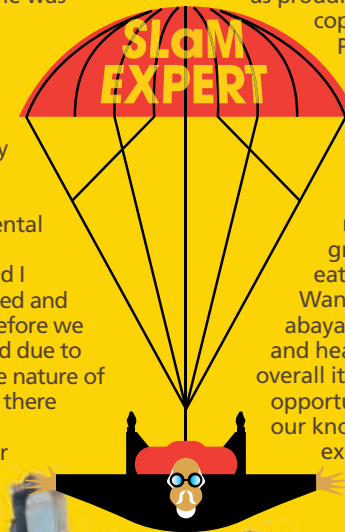
training in the Saudi Kingdom, and this programme was to be the first ever dedicated training event specifically for nurses working within mental health. Wanda and I were excited and nervous before we arrived and due to the unique nature of the event, there were local newspaper

reporters, photographers and the Saudi Arabian Minister for Health was also there to greet us.

Wanda and I have lots of experience of teaching both large and small groups, but neither of us was prepared for how much the Saudi nurses loved role playing - the exact opposite of our UK teaching experience.

After Riyadh it was off the Dammam for another three days, then straight off to Jeddah for the final programme. On the final day in Jeddah, during the Rapid Tranquilisation session, we were both delighted when one of the hospital training directors came running up to us proudly holding the latest copy of the Maudsley Prescribing Guidelines!

There were a few cultural differences that Wanda and I needed to get to grips with, such as eating separately and Wanda had to wear her abaya (long black gown) and head scarf, but overall it was a fantastic opportunity to share our knowledge and experience, and learn from the Saudi nurses too.



# MyHealthBox –

**In the summer issue we brought news of a world first for mental health – the exciting link-up between SLaM and Microsoft to develop an online resource that gives service users meaningful information from their health records.**

Now SLaM News can announce that the website is ready to go live and the first service users will begin using their own password protected MyHealthBox accounts later this month – empowering them to shape and influence their care and treatment. A MyHealthBox launch event is due to take place in early Spring 2012.

SLaM consulted with service users, staff and local GPs to ensure that the MyHealthBox website met their needs and expectations. Service user Richard Barefoot took part in the consultation. He said:

"Having been extremely sceptical about any sort of electronic health record, due to my own personal concerns about security of information, I must say that having now been involved in two research study sessions for the service user held record, I have completely had my mind put at rest. I am now certain that an electronic record of this kind could be of great personal benefit to my mental health recovery, and sincerely hope that many other service users will get the benefit that I see it can give."

Service users who open a personal profile on MyHealthBox will each get a chance to discuss with their care coordinator exactly what information about their care it is helpful to have access to – this will include elements of their care plan. MyHealthBox will also provide information about medication and support, emergency contact details and service user involvement opportunities.

MyHealthBox will integrate care plans and patient reported feedback. It will also allow for the routine collection of various measures including a wellbeing scale and service evaluation.

Richard continues: "For the first time ever, I feel, that if the information stored within the record is consulted prior to a meeting with a health professional and service user alike, a truly meaningful dialogue could emerge that could hasten recovery, or at the very least, help to identify symptoms that could be averted to avoid any major set backs. I am truly encouraged by the development of this meaningful electronic aid."

With MyHealthBox, account holders can add to or update their information using a variety of features, including a diary tool, allowing both the service user and their care coordinator to identify patterns and reasons for a variety of factors including mood,



behaviour, sleep and diet. There is also space to include personal statements about strengths, hopes and goals and spiritual beliefs.

A MyHealthBox personal profile will keep all of the service user's information in one place. It keeps service users informed about their treatment and encourages them to become more involved in their own care.

A comprehensive evaluation will be undertaken to assess the effectiveness and utility of MyHealthBox and it is hoped that

in the future, all SLaM service users will be offered a MyHealthBox account. A personal profile on MyHealthBox will complement existing care but will not replace any current processes or records used by SLaM.

SLaM has also been working with some local GP practices to develop information exchanges between MyHealthBox and GP electronic record systems.

Keep an eye out on the Latest News section of the SLaM website ([www.slam.nhs.uk](http://www.slam.nhs.uk)) for the upcoming MyHealthBox video.

# empowering

# service users



# Magnet update

**In the Spring 2011 edition of SLaM News we introduced Magnet accreditation - a system for quantifying and measuring the quality of care we give. To achieve accreditation we have to benchmark the care we provide against 145 evidence-based standards set by the American Academy of Nursing, who oversee the process.**

Accreditation has been compared to a Michelin star for healthcare as the standards are high, but achieving them would give patients and staff assurances that we provide high quality care, consistently across the Trust. Nearly 400 hospitals across the world are Magnet accredited and if successful, SLaM would be the only NHS Trust to achieve the standard.

## Where have we got to?

At the beginning of the Magnet journey in early 2010, we looked at where we were against the 145 standards. Each was rated red, amber, green and blue, with red signifying a significant distance from the standard and blue meaning we could easily demonstrate achievement. This analysis has been repeated at regular intervals and our progress (see chart opposite) shows that we are currently on target against the vast majority.

There are too many individual standards to mention, but most are aimed at attracting and retaining high quality staff - hence the term 'Magnet'. This is based on the premise that skilled staff, happy in their work are key to achieving high quality care. Some standards focus on staff achieving and maintaining high levels of training and professional practice, others involve more staff in the latest research or in decision-making processes across the organisation.

## What happens next?

Although we have made significant progress, there is still some way to go before we can submit our application to the American Nurses' Credentialing Center (ANCC). Ten standards have remained red since March 2010. Five require us to compare our performance against UK-wide data that is not currently collected and we are in discussion with the ANCC about what they may be prepared to accept as national data.

The other 'red' standards will take more time to achieve. One is to develop a Professional Practice Model which is the overarching framework for how nurses deliver care. We have chosen to use the Confidence in Caring model that focuses on fundamental nursing care. It offers a framework to help nurses focus on the issues that matter most to patients and provide a positive experience for them. Before we submit our application, 75% of our nurse managers must also have a degree in nursing. Many already do and we currently have a cohort of nurses undertaking a top up degree at London South Bank University and we are looking at ways to help nurses to get a degree as flexibly as possible.

Magnet accreditation is about achieving a culture of excellence across the entire Trust. We know that much more has to be done in the coming months, but all staff that provide direct care to patients should step back and congratulate themselves at the very real progress achieved to date, particularly in the past twelve months.

**Jane Sayer, Programme Director, Magnet**  
[jane.sayer@slam.nhs.uk](mailto:jane.sayer@slam.nhs.uk)



Jane Sayer

## Standards achieved so far include:

**DAISY awards scheme** to recognise extraordinary nurses

**Research Mentor projects** supporting twelve clinical teams to undertake research

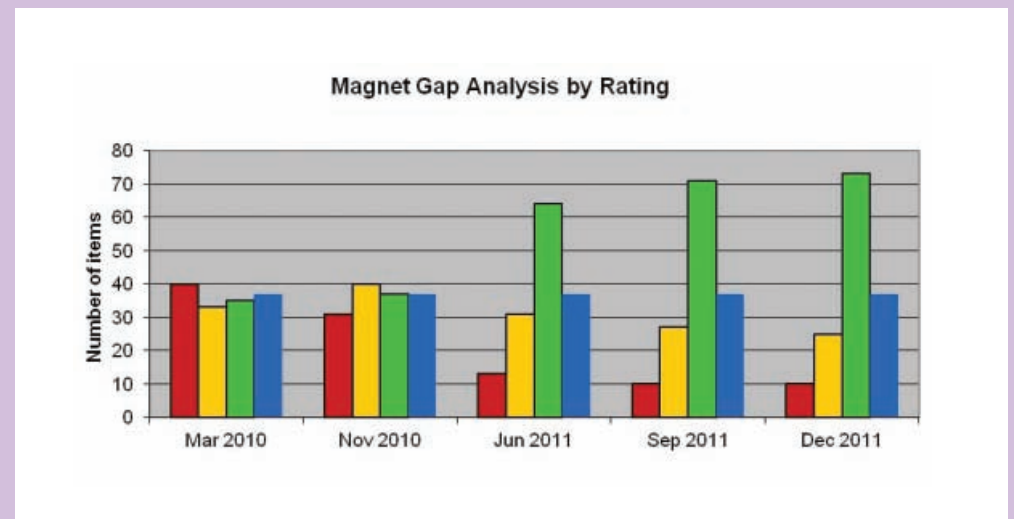
**Staff development programmes** to degree and masters level

**Introduction of shared governance** structure to promote nurses' participation in decision-making

**Nurse satisfaction** and engagement survey

**Introduction** of new nursing competencies

**Introduction** of the Nursing and OT Research strategy.





The SUITE (Service User Involvement in Training and Education) team has been holding successful induction events for family members and carers of SLaM service users since September 2010.

The friendly and informal events are centred around different themes and are an opportunity to find out more about SLaM, the services available and how to get support to do the very demanding and essential role of being a carer.

The events give family and carers a chance to meet and speak to nurses, occupational therapists, doctors and pharmacists one to one. The Patient Advice and Liaison Service (PALS) is on hand as are Welfare Benefits and Support Services.

The feedback from attendees has been very positive, including:

"Excellent, the team spent a lot of time explaining to me about side effects of medication"

"Very good, well organised, well presented and informative"

"Great to have access to professionals in an informal and friendly setting"

"My first carers event attended, just to say that I thought the turn out was brilliant, all stalls very interesting and informative, venue fab. An excellent forum for carers to come and talk through their worries and answer any niggling questions they may have." (welfare advisor, Bethlem)

## Empowering Family and Carers Events

"Being able to talk to people in this sort of session is so valuable for both us and them - taking sensitive and in depth discussions out of the more pressured and goal-focused atmosphere of the ward round and the ward itself allows for some really fantastic interactions. I can't wait for the next event!" (senior psychiatric liaison pharmacist)

Please let any carers you work with know about our upcoming 2012 Family and Carers Empowerment Events:

Thursday 8 March from 3.15pm to 6.30pm at Reay House, Lambeth Hospital, Landor Road, London SW9 9NT. (Medication Theme)

Tuesday 22 May from 3.15pm to 6.30pm at Bishopsgate Training Centre, Bethlem Royal Hospital, Monks Orchard Road, Beckenham, BR3 3BX. (Care and Treatment Theme)

Email [suiteadmin@slam.nhs.uk](mailto:suiteadmin@slam.nhs.uk) or call ext. 83235 for more information.

Please note these events are for carers and family members only. SLaM staff can attend if helping to deliver the event or supporting a carer to attend.

# SLaM gets web savvy



Visitors to the recently revamped SLaM website ([www.slam.nhs.uk](http://www.slam.nhs.uk)) can now have a fully interactive experience because new media communications tools, including YouTube films, have been integrated onto the site.

Over 200 films are hosted on SLaM's YouTube website ([www.youtube.com/slamnhsft](http://www.youtube.com/slamnhsft)) and have had over 39,000 views so far. The films range from advice and information about mental health conditions to what to expect if you are being treated at SLaM. Many of the films have been made by SLaM service users and carers about their experiences of mental health problems and the path to wellbeing.

The SLaM website also links through to the SLaM Twitter page @MaudsleyNHS which tweets regularly about news and events across the Trust - the account has hundreds of followers with more signing up every week.

The Trust's Facebook page is another great way to keep up-to-date with what's happening at SLaM. The SLaM website now allows users to tag and comment on site content through sites such as Digg, Facebook and Twitter using the icons on every page.

Working with NHS feedback website Patient Opinion we recently added a feature to our website to enable anyone to share their healthcare experiences directly on our website. This feedback is then published on [www.patientopinion.org.uk](http://www.patientopinion.org.uk), which creates conversations between service users and healthcare professionals to encourage service improvements.

Social media is an effective, timely and low cost way of keeping SLaM staff, service users and the public informed and in touch with SLaM.

# Hear Us Christmas Party

In December, over 300 service users, carers and mental health service staff enjoyed the Hear Us Christmas Party at the CVA Resource Centre in West Croydon.

The event was funded by Maudsley Charity and provided entertainment, wellbeing activities and relaxing treatments as well as a variety of information and advice on all areas of mental and physical wellbeing.

Hear Us is Croydon's Mental Health Service User Group and the majority of its staff, volunteers, members and trustees are current or former service users of Croydon's Mental Health Services.

The group is commissioned to monitor and feed back on Croydon's mental health services and aims to improve the experiences of people in Croydon who access these services. Hear Us is also a 'signposting' organisation linking up with other organisations and services in Croydon who offer mental health service users support, advice, drop-in's, welfare benefits and advocacy support as well as employment support.

Jane White, Hear Us Administrator, said: "Many of us have been inpatients at the Bethlem Hospital, we represent the 'voice of service users'. We use our unique insight and experience of mental illness to offer support to people currently experiencing mental distress.

"Sadly, people with mental illness still suffer stigma and discrimination in today's society. We hoped that by hosting a big community event like this in Croydon, we would bring together those directly affected by mental illness, carers,

staff, and importantly, members of the public to help address this issue."

Over 25 local organisations contributed to make the event a success and provide advice and support – Mind in Croydon, Croydon's Carers Information Service, Croydon Samaritans, Status and Mind Employment Services, Croydon Healthy Living Hub and Stop Smoking services, Croydon Autistic Society are just some of those who came along.

Jane said: "We were also privileged to be entertained on the day in our Party Room by an amazing service user band called 'The Irregulars' as well as the talented duo, 'Jules and Remi'."

A Relaxation Room gave people the chance to enjoy taster sessions of reflexology, aromatherapy, massage, manicures and zen acupuncture.

Sarah Longhurst, service user, said: "It brought together people with mental health problems in Croydon to socialise in a very cheerful environment with great music, food and entertainment. The Hear Us team worked very hard to make the event successful and successful it was! I hope that next year's event will be as special!"

To find out more about Hear Us visit [www.hear-us.org](http://www.hear-us.org) or telephone 020 8681 6888.

## Staff flu vaccine – update

As the flu season comes to an end, SLaM News looks back at how this winter's SLaM staff flu vaccination campaign went.

The Occupational Health Department ran regular walk-in clinics across the main SLaM sites including Bethlem Royal Hospital, Lambeth Hospital, Lewisham Hospital and Love Walk near Maudsley Hospital. SLaM staff were also able to attend open clinics at King's College Hospital.

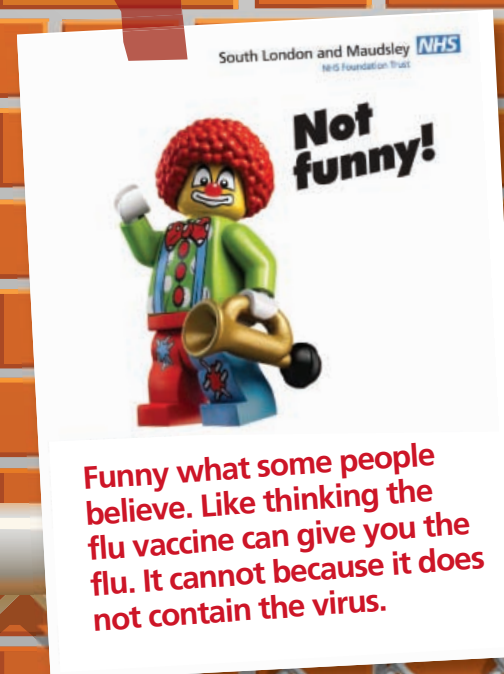
Nursing contributed to the campaign, visiting ward and clinic areas so many clinical staff did not need to take time out of their day to attend the walk-in clinics.

At the time of writing 841 SLaM staff have been vaccinated against influenza – protecting themselves, their family and their patients. Lets hope next winter we can get an even higher uptake!

### Still not convinced?

Some people are still wary about getting the flu jab but they needn't be. Here are some key facts that might change your mind:

- Flu is highly infectious and spreads fast. Being fit and healthy will help you fight infection more easily but it does not stop you catching flu if you come into contact with the virus.
- The flu jab is the best known prevention against influenza and its complications such as pneumonia which can cause serious illness.
- A flu jab is the best way to protect yourself but also your family and the patients you care for - for example children and older people are more vulnerable to the infection. Last winter people in at-risk groups were 11 times more likely to die from seasonal flu than otherwise healthy individuals.
- Millions of people have the flu jab safely each year.
- Vaccine research and development is carefully controlled. It is a very lengthy process where vaccines are rigorously tested to ensure quality, safety and efficacy.
- The flu vaccine cannot cause flu. The vaccine does not contain any live virus and is very safe.
- The flu vaccine is proven to work. Studies show that vaccines give about 70 to 80% protection against infection with flu virus strains well matched with those in the vaccine.





**Scan to detect Alzheimer's disease (8 December)**

The front page of the Financial Times website hosted a film that included a scan being used in SLaM's memory clinics that detects the early signs of Alzheimer's disease. The scan is sited as an example of NHS innovation in a film featuring the CEOs of leading healthcare companies and also a speech by David Cameron. The scan was also Highly Commended in this year's Health Service Journal's awards.

**My Childs Not Perfect (6 and 13 December)**



SLaM's Child and Adolescent Mental Health Services (CAMHS) featured in My Child's Not Perfect - a two-part documentary on ITV 1 about children struggling with behavioural problems. CAMHS Eating Disorders and Conduct Problems services helped two of the six young people and their families who feature in the programme. <http://www.itv.com/itvplayer/video/?Filter=295029>

**Minister visits the Maudsley Hospital (25 October)**

BBC London interviewed Care Services Minister Paul Burstow MP as he visited the Maudsley Hospital before announcing a £32 million investment in psychological therapies for young people. SLaM uses some innovative approaches to treat young people and the Minister spoke to some of the teams and service users involved.



**SLaM's Perinatal (mother and baby) Unit (5 December)**

Staff and former patients of the Perinatal Unit, Bethlem Royal Hospital, featured on Radio 4 and the BBC News website. The articles were on eight women who have suffered psychotic illnesses after childbirth and who took part in an art project to help in their recovery. Staff from the unit discussed treatment and explained more about the illness, which affects around 1,000 women in the UK each year.



**Naloxone trial (16 November)**



An article in the Nursing Standard featured a large intervention study being carried out by the National Addiction Centre - a partnership between SLaM and the Institute of Psychiatry, King's College London. The study 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.

# Public consultation

The Members' Council hosted two public consultations in November and December 2011, to find out what our public, carers and users feel is important and to use this feedback to inform our next Annual Plan.

The events, held at MIND in Croydon's Fairfield Club and Peckham Library, were attended by enthusiastic Trust members who provided plenty of ideas to feed into the plan. Next winter we plan to extend the consultation.

**Make Me Smile Again**

The Make Me Smile Members' Council Bids Scheme has proved very popular and the successful projects are now coming to fruition – quite literally for some of the gardening projects.

The juicy tomatoes pictured (right) were grown in the National Psychosis Unit's refurbished garden.

The new decking, table and seats at the Active Minds allotment have made it much more appealing to visitors and it was popular with SLaM service users over the summer.



Another successful bid created a real buzz among service users who work with Sydenham Garden - they went on a course to learn all about the ancient art of beekeeping (which dates back to 25th century BCE).

The Members' Council plans to launch another bids scheme in April 2012, so look out for more details on the members website - <http://www.members.slam.nhs.uk/>. If you sign-up to the website you will also get our monthly e-Bulletin.



# Demonstrating SLaM's value in 2012

**'Shaping the Future' was the theme for the Trust's Annual Conference in November, which had a packed and sweeping agenda – taking in creative arts, global supply chain management, experimental medicine, recovery and care as well as initiatives in developing integrated care across organisational boundaries and across primary and secondary care.**

"There is no room for complacency," chief executive Stuart Bell CBE told delegates, "we are in a hugely competitive environment, more than I can recall in the NHS.

"We need to demonstrate to patients, to referrers, to commissioners what we can do that brings value – i.e. how we can offer better outcomes, experiences - something that is more valuable than last year, and than our competitors offers. That's why we need to understand how productive

we are being, and how we train and prepare ourselves to make our care pathways more effective."

He noted the Trust's longstanding principle, embedded in our Clinical Academic Groups (CAGs), to have a virtuous cycle between clinical services, research and training. "By putting into practice through training the things we discover through our research, we can deliver something that's more effective; and by ensuring that research is shaped by the real clinical issues we encounter daily we ensure it is directed to the right ends.

"At the heart of it all is the way that people experience our services. In mental health, more than most areas of healthcare, it's important to get that right. So much is dependent on personal relationships, the quality of care that's delivered and the empathy and respectfulness shown in that care."

He welcomed the Care Quality Commission's move

towards spending time on wards to look at the day-to-day experience, noting Lambeth Hospital's recent positive report. In the national patient survey, SLaM has improved its position to being in the top 20% nationally, and the best of the London mental health trusts.

The conference heard about work SLaM is doing to develop care across organisational boundaries, including:

- The Lambeth Living Well Collaborative where SLaM works with voluntary sector organisations, service users, GPs, NHS and local authority commissioners in Lambeth.
- The Integrated Care Pilot in Southwark and Lambeth, which involves staff across King's Health Partners working in partnership with GPs and other health and social care professionals to understand how systems and services could be improved.

The fundamental change is in the relationship with primary care. This means that we will be working much more closely with GPs to shape services that work for patients. It is likely that more integration of care will see a lot more of what SLaM and acute partners have done historically being provided by primary care.

A positive consequence of this is that SLaM should be able to bring good mental health interventions to a wider population more cost effectively. Services we provide directly ourselves may be smaller, possibly more specialist, but we may do that over a wider geography, as we have with CAMHS services in Kent. The Trust will also look at advances in technology such as telemedicine to extend capacity in other areas.

"We will need to work with a wider range of people about how we deliver our services in general, including the integration between physical and mental healthcare," said Stuart Bell.

"In 2012 the focus is on improving care pathways work with better flow and productivity; and looking at how we can integrate those with partners across the healthcare system. We will continue to monitor and evaluate care pathways to ensure we are providing better outcomes and experiences for people."



## Healthy living support for staff

**SLaM staff will benefit from £120,000 funding, awarded to King's Health Partners by NHS London, to help staff to improve their health and wellbeing.**

The winning Staff Health and Wellbeing Programme aims to support and encourage staff to take personal responsibility for their own health and lifestyle choices. It will offer staff real and practical help to improve mental health, for example reducing stress at work, and to stop smoking.

One reason the bid was successful was the demonstrable impact that the programme will have on both staff and the wider local community in South East London. Many King's Health Partners staff are also local patients, so it is hoped that the Staff Health and Wellbeing Programme will drive up wellbeing in the community generally and increase staff wellness, performance and patient outcomes.

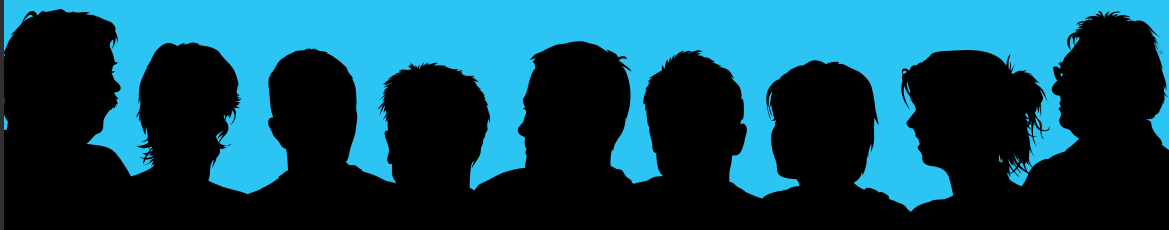
It is hoped that improving the health of staff will also make them more effective as advocates of health and wellbeing with their patients and that the programme will improve productivity and reduce absenteeism across the King's Health Partners workforce.

The programme will initially start as a pilot designed to directly benefit around 1,500 people - but with further funding it will be rolled out to more staff. It will provide a range of support including training for line managers to recognise and support staff with mental health issues; events for staff to promote wellbeing and stress management training; information on where to go for health problems including alcohol, smoking and substance misuse. There will also be support from a smoking cessation co-ordinator and advice on how to quit at work.

The programme is being clinically led by Dr Jonathan Campion, Consultant Psychiatrist at SLaM, and Professor John Moxham, Director of Clinical Strategy at King's Health Partners. It will be coordinated by the Health and Wellbeing leads within the four King's Health Partners organisations.

Commenting on the success, Professor Moxham said: "Congratulations to our HR colleagues across King's Health Partners who worked hard to secure this opportunity. It is fantastic news for staff who will have access to some practical support to help them make positive choices towards improving their health.

"At King's Health Partners we all work with people day in, day out who access our excellent services - and we can forget that we also need to look after our own bodies and minds. I am looking forward to seeing the positive outcomes that this project will bring, both for you all and our community."





## Staff Development Fund extended

The King's Health Partners Staff Development Fund has been extended until March 2012.

Anyone working with King's Health Partners, including all SLaM staff, is able to apply for a grant of up to £400 to help fund their personal development – this could be through attending a conference or workshop or undertaking a training course.

The fund is intended to provide financial support when it is not possible to get other sources of funding.

Past applicants have described the process of applying for a grant as “extremely straightforward” and “too good to miss”. The online form takes just five minutes to complete. To find out more, log in to the King's Health Partners staff website at [www.kingshealthpartners.org](http://www.kingshealthpartners.org)

## Bullying and harassment

To help SLaM staff who feel that they have been bullied or harassed at work, a number of employees across the Trust have been designated as harassment advisors.

Staff members who have questions or concerns about harassment and bullying issues can talk to an advisor before possibly raising a formal complaint in accordance with the SLaM Harassment and Bullying Policy.

The advisors are an additional source of support for staff who can also approach managers, union representatives, colleagues and Human Resources about bullying and harassment issues.

The role of harassment advisor includes listening to staff as well as providing information about

what steps can be taken. The advisor will do this in a neutral and objective way. It is not the advisor's role to decide what steps or action a staff member should take.

### SLaM harassment advisors

**Merry Osemwegie**  
Tel: 020 3228 1200  
Email: [merry.osemwegie@slam.nhs.uk](mailto:merry.osemwegie@slam.nhs.uk)

**Rowena Firth**  
Tel: 020 3228 4187  
Email: [rowena.firth@slam.nhs.uk](mailto:rowena.firth@slam.nhs.uk)

**Patrick Hoang**  
Tel: 020 3228 6516  
Email: [patrick.hoang@slam.nhs.uk](mailto:patrick.hoang@slam.nhs.uk)

**Marie Busairu**  
Tel: 020 7188 0762  
Email: [marie.busairu@slam.nhs.uk](mailto:marie.busairu@slam.nhs.uk)

# What am I doing here?



**Name:** Erroll Hall  
**Job Title:** Project Manager and Pathways Co-ordinator,  
Lewisham Volunteering Pathways Project

### What is the Lewisham Volunteering Pathways (LVP) Project?

A partnership project with the voluntary sector that supports service users to get involved in volunteering and other community activities. Crucially, we support the organisations as well as the individual service users.

### Why is the LVP Project important?

Opportunities for people to get involved in meaningful activity and contribute to their communities are critical for recovery and staying well. Mainstream, non-mental health, organisations often want learning opportunities in order to feel confident and skilled enough to include service users successfully. This is even more important now that statutory community mental health services are shrinking.

### What does your job involve?

Project management and delivering training and guidance to organisations around mental health awareness, skills, best practice and what's involved in including service users in volunteering and community activities (eg. recruitment and support and supervision systems).

I also organise one-off, anti-stigma, 'Learning Events' for mixed audiences of professionals, service users and carers; so we can explore a mental health subject together and from lots of angles.

### What do you like best/least about your work?

What I like best is the buzz that I get when the 'heart connection' kicks-in and people are talking and learning together, on the same level; because they feel safe.

What I like least is easy - all the admin that's involved!

### If you weren't doing this job, what would you like to do?

Another self-build housing project. I worked on a self build housing project, in Downham. We built 13 houses out of wood on a strip of land in Lewisham – it was a cheap way to build homes and we ended up with a little community. Of all the jobs, I particularly enjoyed making the huge wooden frames with a master carpenter. The building took 3.5 yrs but gave people a lot of confidence and a proper place to live.

### When you're not working what do you enjoy doing?

Reading, working with my hands, spiritual practices, meditation and walking.

To contact Erroll Hall email: [erroll.hall@slam.nhs.uk](mailto:erroll.hall@slam.nhs.uk).

## Bethlem Gallery Programme February to April 2012



Bridge over Troubled Water  
by Barrington

### Bridge over Troubled Water by Barrington

A solo exhibition of a current resident of Bethlem Royal Hospital presenting vibrant large-scale watercolours of imaginary scenes representing his experience growing up in Jamaica and England. "My painting gives me great pleasure, and a way of expressing myself and my experiences in life."

Exhibition Continues

9th February – 2nd March

Wednesday - Friday 11am - 6pm

Museum and Gallery Open

Saturday 11th February,  
11am - 6pm

### There is Good in Us by George Harding

An exhibition of portraits which challenge the negative perception of mental health portrayed in popular culture. "My paintings are of self portraits, artists, friends, family and mental health professionals who have guided and helped me through my mental health problems and given me perspective on a journey

through to the other side where there is hope in being able to cope with my illness. The work encourages people to look at "us" in a way that is celebratory, unconventional and can teach us something about different ways of being."

Opening 7th March, 3 - 6pm

Exhibition Continues

8th – 30th March

Wednesday - Friday 11am - 6pm

Museum and Gallery Open

Saturday 10th March, 11am - 6pm

### Scribble Doodle Storm by Roy

Roy's unique style brings together drawing and installation transforming the gallery space into an exciting visual environment. His monochrome marks will use the gallery as a canvas filling the walls and bursting into life over the ceiling and floor.

Opening 4th April, 3 - 6pm

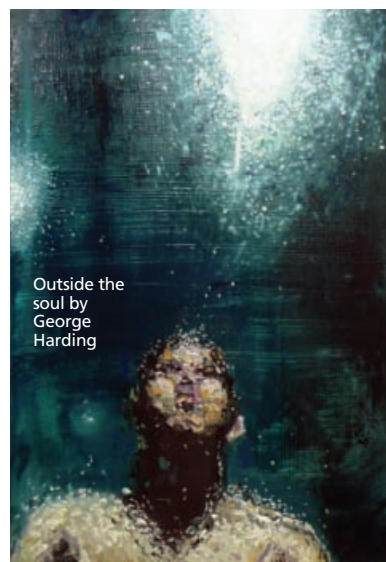
Exhibition continues

5th - 27th April

Wednesday - Friday 11am - 6pm

Museum and Gallery Open

Saturday 14th April, 11am - 6pm



Outside the  
soul by  
George  
Harding

## Competition

**Congratulations** to Wendy Kite, registered mental nurse at Maudsley Hospital, who wins £100 of vouchers from [www.nhsdiscounts.com](http://www.nhsdiscounts.com) for correctly stating that the Trust could save £120,000 through the new managed print service.

The prize remains the same for the winter edition. To win you must correctly state what percentage SLaM has reduced its carbon footprint by?

Answers, along with a contact number, should be sent to [communications@slam.nhs.uk](mailto:communications@slam.nhs.uk) by 10 April 2012. All emails should have 'Competition' in the subject field.