

TRUST MATTERS

Issue 1 | 2016/17

Barnet, Enfield and Haringey Mental Health NHS Trust

ENDEAVOUR LIGHTS, CAMERA, ACTION!

BEH IN HISTORICAL WHODUNIT

ZOE'S COURAGE
A little girl's fight
with a rare disease

DIABETES
Don't ignore the
warning signs

KICKING THE HABIT
Greg's story

FREE

PLEASE
TAKE
A COPY



Cover image: Filming Endeavour at St Ann's Hospital

If you have a news story or an idea for **TRUST MATTERS** please email us

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WELCOME FROM OUR
CHIEF EXECUTIVE:
MARIA KANE

Welcome!

Welcome to the first edition of our new look TRUST MATTERS magazine, which I hope you will really enjoy reading.

As CEO of Barnet, Enfield and Haringey Mental Health NHS Trust, BEH for short, I help run one of the larger NHS Trusts in the country. We provide a wide range of community health and mental health services for children and adults in Barnet, Enfield, and Haringey, as well as to people across London, and further afield.

We serve a population of more than a million, and because that is such a large footprint we thought it would be helpful for you to know more about the things we are doing, and how we help people.

That's why we developed this new format magazine after speaking with staff and service users and asking them what they would like. We didn't want to make this a corporate piece of print. We wanted to give it the same appeal that makes you want to pick up your own newspaper or magazine of choice. That's to say the majority of the stories are about people.

With two former journalists in our Communications Team our aim is to make this magazine a 'right riveting read', and while I hope we achieve that, one thing I can say is there's a lot to be proud of at BEH. And while I think we sometimes hide our light under a bushel, we should be proud of what we do. I certainly am, and I hope this magazine will tell you more about us and make you proud too.

This magazine is for anyone who has an interest in BEH. And importantly it's also for the people who use our services. We would like staff to give a copy to each patient on their ward, and offer it to clients out in the community. If someone is new to our Trust please give them a Trust Matters as a welcome to our organisation.

The point of this magazine is to share news about the Trust. If you work here I hope it will make you feel more involved in BEH. And, if you are someone who we care for, then I hope it will keep you better informed about services and our staff.

So please enjoy the read, take part in the competitions, and if you have a story please share it with us. And also, as one final point, we have ensured that designing and printing Trust Matters is being done in a way which is cost neutral to the Trust which we are extremely pleased about.

Thank you

Maria Kane,
CEO



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MY STORY

“I’m Greg. Actually – no I’m not! I don’t want to tell you my real name because I’ve got a job now, and thanks to BEH’s Enablement programme I’ve also successfully kicked my drugs habit. Enablement was the Trust’s way of helping me. Helping me to take control of my life. I had support of course, but it was really all about me finding my own strength. So this is what Enablement means to me in my own words...”



KICKING THE HABIT

I’d been a recreational drug user for years. But, before I knew it, it began turning from a weekend ‘bit of fun’ to an everyday habit. The company I used to work for restructured itself. My job changed. My best mate moved out to get married. I felt lonely, and I dealt with it by using a lot of drugs.”

33-year-old Greg ended up in hospital a number of times before he realised he had a problem. “I’d be up for two or three days solid without getting any sleep. I’d get really angry, often I’d wake up and scream at things, I’d have a lot of nightmares.

“I unintentionally overdosed a couple of times and ended up in A&E. I was in hospital for a couple of weeks, and then went back to work. I was good for a week and then everything began to crumble. I drank bleach! I wound up in hospital again – at that point I realised that something had to give.”

Greg’s situation became so bad he ended up losing his job. “I wasn’t fired, but it wasn’t too dissimilar. I stopped working in November and had nothing to do. At that point I constantly took drugs. I would wake up and spend the whole day off my head, and the whole night and the next day and the cycle continued. It was awful.” So Greg was referred to The Network in

Barnet, which gives people the opportunity to regain skills and confidence to maintain a healthy way of living. The local authority and staff at BEH worked together to offer Greg an Enablement programme.

“In the first session we outlined goals – I wanted to get myself back into work and feel more socially connected to people. At The Network, nobody does it for you, a lot of it was me doing the work and Doyin, my Key Worker, signposting options and offering me advice and support. This was really empowering, it gave me control.

“The more sober I got the more guilt I felt about the way I treated people and the things I had done. Over Christmas I volunteered for Crisis, the homeless charity. And in the New Year I started to get back into the flow of applying for jobs. I had a purpose when I was volunteering. It gave me a reason to get up. I felt needed. And a couple of weeks ago I got a job.”

The Network hosts group sessions where people work with their peers to support each other towards recovery.

“There was a group session on ego states which helped me understand why I behave in a certain way in particular situations. That, and listening to other people talk, were really helpful.”

Greg worked closely with Doyin his Key Worker. She helped him meet his personal goals while he was at the Network.

“It was helpful to have someone to check-in to. I hated speaking to my parents because I would get 500 questions. Doyin was good because she was one step removed from the situation. She could give me a different opinion, a different way of thinking about things.

“It put me in the driving seat. I’d talk about particular scenarios, like how I’d interact with my doctor and she’d help me make a decision and manage the situation in the correct way.

“I’ve seen my relationships improve too. I am much more sociable now. Before I would have the shakes and would hardly ever sleep. I’d get confused and wasn’t particularly eloquent. As a consequence nobody would want to see me and I wouldn’t want to see anyone else. I don’t avoid my parents anymore either. Doyin helped me get back on track. I can look ahead.

“For me Enablement means having a positive future. Now I am excited about life, I have a new job and everything is on the up.”

“The more sober I got the more guilt I felt about the way I treated people and the things I had done.”

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MY SECRET LIFE

STEVE PORTER



What makes you tick? What do you do when you leave work behind? Let us know, because we want to know your... **SECRET LIFE!** Steve Porter is our Director of Social Care. He likes cycling, loves good food, and enjoys his job. So far so normal, but we knew there was more to find out. So we sent our investigative reporter Karl Heidel, a.k.a. BEH's Associate Director of Communications, to go and pry where no other man has pried before!

Steve, thanks for being brave and being the first person to share My Secret Life with us!

That's a pleasure Karl, though I don't know how much I am going to share with you yet.

Oooh, excellent, so I get to use my old journalistic talents to prize it out of you. You'll be like putty in my hands Steve. Just imagine I'm Lorraine Kelly – people love telling her stuff! I'm not so sure I like that image, Karl, but let's give it a go.

Great, so first of all, and for the people who don't know you, tell us a little about your job.

I'm here to lead on social care issues for the organisation. I work with three Local Authorities regarding adult social care. Our social workers provide support to adults and children who might have a learning disability or a mental health problem or may even be physically disabled. We support them to be as independent as

possible. When people do get into crisis for example with their mental health we need to collaborate closely with the Approved Mental Health Professionals – who are employed by the local authorities. I try to support this process.

So what do you actually do Steve?

I am helping our social workers to have a more strategic approach to the care we provide, and to help them with their own professional development. We've got about 25 social workers employed by the Trust and more than 120 who are seconded to us by our three Local Authorities.

So that takes up your working day, but what do you do to let your hair down?

I haven't actually got that much hair to speak of Karl. I've just bought a bike to get fitter and I try to go to the gym. But one of the hobbies I really love is music sampling.

What like 2Pac and Will.i.am?

Yes, but not as skilful. I really enjoy it. I spend hours sampling music on my computer and then stitching it together to make a new song. It's really relaxing.

That sounds cool, so should we call you DJ Porter?

You can call me what you like.

Good, so DJ Porter, rockin' da haus, when do we get to hear your new mix?

Ah, well, that would be nice, but I don't have any talent...

No, surely not... you're DJ Porter!

I don't have any talent... as an artist, is what I was going to say, because I am actually a producer. You came in a bit early there Karl.

I should've been born in comedy Steve, I am wasted in Comms! So what's the difference between a producer and an artist when it comes to sampling?

Well as a producer I am totally reliant on others for the music samples, whereas the artist will create original music. I can't play a note myself. I work on these very disparate and disassociated tracks and bring them together as a coherent whole. It could be a drum sound, a guitar riff, or a vocal which are not linked, and you piece them together in a way which makes something new.

Why do you like doing it?

It's very relaxing, and takes my mind off things. I don't find myself thinking about people's support packages when I am doing it, so it certainly takes my mind off work, and it's creative. I think we all wish we could be more creative and it gives me that opportunity to do something entirely different.

And have you created anything that Calvin Harris might be impressed with?

Well that might be pushing it a bit, but I have created something which I am really proud of. It took ages to do, and because it was my first one I was painstakingly diligent with every second. It took a few months.

Can we get to hear it?

No.

Now now DJ Porter, the people will demand to hear it. You know the peer pressure will become immense.

I am just a bit shy about sharing it.

Steve I am sure it will be brilliant. I tell you what, if we have more than 30 people emailing communications@beh-mht.nhs.uk clamouring to hear it, can we share it.

Let's say 50 and you've got a deal. People will have to remember that while I'd prefer to be like Radiohead, I think I'm more Bucks Fizz! You can only work with the available material and it tends to be at the pop end of the spectrum.

It'll be brilliant Steve. Thank you for sharing your Secret Life with us.

That's a pleasure Karl, and I must say Lorraine has got nothing on you 😊

COURAGEOUS ZOE

remembering our little girl

“Our little girl had her first seizure when she was four and-a-half. That was our first sign that anything was wrong. The next day her teachers rang us and said she’d fallen over three times.”

Karen and husband Paul were unaware that there was anything wrong with their daughter Zoe until 2010 when she began having drop attacks. This is a condition where you lose all control of your legs, and fall to the floor while still conscious.

“We took her to A&E. She had tests, and they told us she had a form of epilepsy, and that it could be something neurological.

“Almost a year later, she was diagnosed with Late Infantile Batten disease, which is terminal,” the couple explained.

The condition is an inherited disorder of the nervous system. It typically begins in childhood and may result in seizures, visual impairment, behaviour changes and eventually a loss of motor skills and the ability to walk, talk and communicate.

The family were referred to BEH’s Play and Bereavement Team. Lisa Dodd, our Play Specialist and Bereavement Coordinator, worked closely with Zoe, her parents Karen and Paul and her older brother Jamie.

The team visited the family in their home fortnightly and provided support with practical issues as well as working on the relationship between the siblings.

“I wanted to encourage Jamie and Zoe to play together,” explained Lisa. “When you have a child who is well and then begins to deteriorate, the situation becomes intense for the sibling too. Getting them to continue playing together is one of the most normal things you can do.

“We would play with wooden dominoes and Zoe and Jamie would choose which ones they wanted to lay down. Zoe would really laugh when she won. She’d find it amusing that she’d beaten her brother. It was normal sibling rivalry. As she deteriorated we would do a lot more sensory play, and we’d encourage Jamie to do the same.

“These moments were really important, it meant they were still bonding and keeping a sense of normality. They maintained a brother-sister relationship, when a lot of other things were changing at once.”

Karen and Paul appreciated the support provided. “It was great having Lisa around. Seeing the kids playing stimulates you to do your own thing,” Paul explained. “We had different healthcare professionals in and out of the house regularly, but having Lisa around was consistent. It meant we were able to build up a relationship with the team and if we wanted to have a chat or ask any questions we could.”



Fun time play time: Zoe having a laugh

Zoe’s condition deteriorated rapidly and within a year the family had to make many adaptations not only to their routine and lifestyle, but also to their house. Not long after diagnosis Zoe was in a wheelchair and required the use of a hospital bed.

“If I had any questions I would mention something to Lisa, or one of the team nurses Natasha or Vicki,” said Karen. “They would usually come up with brilliant ideas about how to deal with the problem and if one person didn’t know the answer, they’d ask their colleague to contact us. These little things made a big difference.”



“We just couldn’t let go. It was our little girl. Even for two hours it was difficult being away from her.”

“One year you’d have two able-bodied children. The next year you’re making adaptations to your home to accommodate a wheelchair, and a through-the-floor lift. It’s a lot to take in at once. And, when you’ve done six days of 24 hours, it’s really nice having someone come in and play with the kids. It means you get to sit down.”

The BEH team also worked closely with commissioning agencies so the parents could get some respite.

“It took me about two months of asking ‘Have you thought about us coming in and doing our own referral to the commissioners to get some agency cover?’ before they said yes,” explained Lisa.

“We just couldn’t let go,” Paul said. “It was our little girl. Even for the two hours, it was difficult being away from her, but we knew we needed to make time to take Jamie out and go out as a family unit to try and carry on with normality.”

“This gave Jamie two hours of unfocused attention,” Karen added,



Super snap: Family portrait with Paul, Zoe, Jamie and Karen



Santa's special visit: Zoe and Jamie with Father Christmas

“As a family we go and visit Zoe once a week at the cemetery and have a chat with her and off we go again.”

“and it meant Zoe wasn’t dictating how our time needed to be spent. He would become the centre of attention.”

When the day came Zoe passed away in the comfort of her own home aged eight. Her parents took her to Haven House, a children’s hospice.

“We took her there ourselves,” said Karen. “That was so important to us. It was horrible in some respects, but we wanted to do it. We had the afternoon with the three of us being able to reflect on the day’s events.”

Jamie was nine at the time, and although he had done the journey with his parents, who’d been honest and open with him, the gravity of the situation often hits later.

Lisa’s role changed from Play Specialist to Bereavement Coordinator and she had regular sessions with Jamie to help him deal with his grief.

“We talked about Jamie’s journey over the last four to five years and linked it with Zoe’s,” said Lisa. “We discussed how things had changed. He’d gone from having six

professionals coming in and out of his home to none. And from not being the focus of attention, to the only child in the family.

“In addition, his parents were grieving. His grandparents were grieving. Most children in that situation don’t want to upset anyone.

“At the beginning Jamie was very resistant. He was very much ‘I am not going to cry, this is me, and I’m not going to talk about it’. I told his parents that at some point he is going to have to talk to me and at some point he is going to cry and they recognised that he needed that.”

“He wasn’t going to open up to us,” said Karen, “because he was frightened of upsetting us. Having someone like Lisa around was helpful. He needed to find closure and talk and reflect. Crying is part of the process.

“The sessions allowed Jamie to say how he was feeling both good and bad and this allowed him to express himself in a manageable way, instead of turning the bad feelings inwards.”

Jamie is 12 now and a confident young man. He goes to the sibling afternoons during the school holidays, where he chats with Lisa or the team, if he wants. And, Karen and Paul still attend the quarterly parent group which Lisa runs.

“There are other people who are in the same boat as us, and understand what’s going on,” said Karen. “You’re in very similar circumstances and you’re not being judged. It’s a chance to talk about things.

“Each individual is unique and deals with grief in different ways. You have to pick yourself up and get on with life but that’s not to say we forget. As a family, we go and visit Zoe once a week at the cemetery and have a chat with her and off we go again.”

FOR FURTHER INFORMATION
Batten Disease Family Association
www.bdfa-uk.org.uk/
 Support : 0800 046 9832



LIFE ON FAIRLANDS WARD

“I’ve been on the ward for three weeks, and it has really helped me,” Shelley explains, as she puts the finishing touches to the ward’s new Tree of Hope inspirational message board. Shelley is 58, and emigrated to this country decades ago. She has been living with bipolar since she was a teenager.

I was first hospitalised when I was 18. I was young and I was silly at the time as I pretended to take my tablets. I spat them out for a couple of months, until my sister whispered to me that they were going to give me electric-shock treatment as nothing appeared to be working!

“They weren’t going to, but that was shock enough for me to start taking the medication. The only thing was,” laughs Shelley, “was they’d upped the strength of the pills so much, as they apparently weren’t working, that when I did take them they sent me a bit goo-ga, until the doctors realised what was going on.”

Shelley rarely has episodes now. She knows what to look out for and manages to control her condition well. So it came as a surprise to her and her family recently when things started changing.

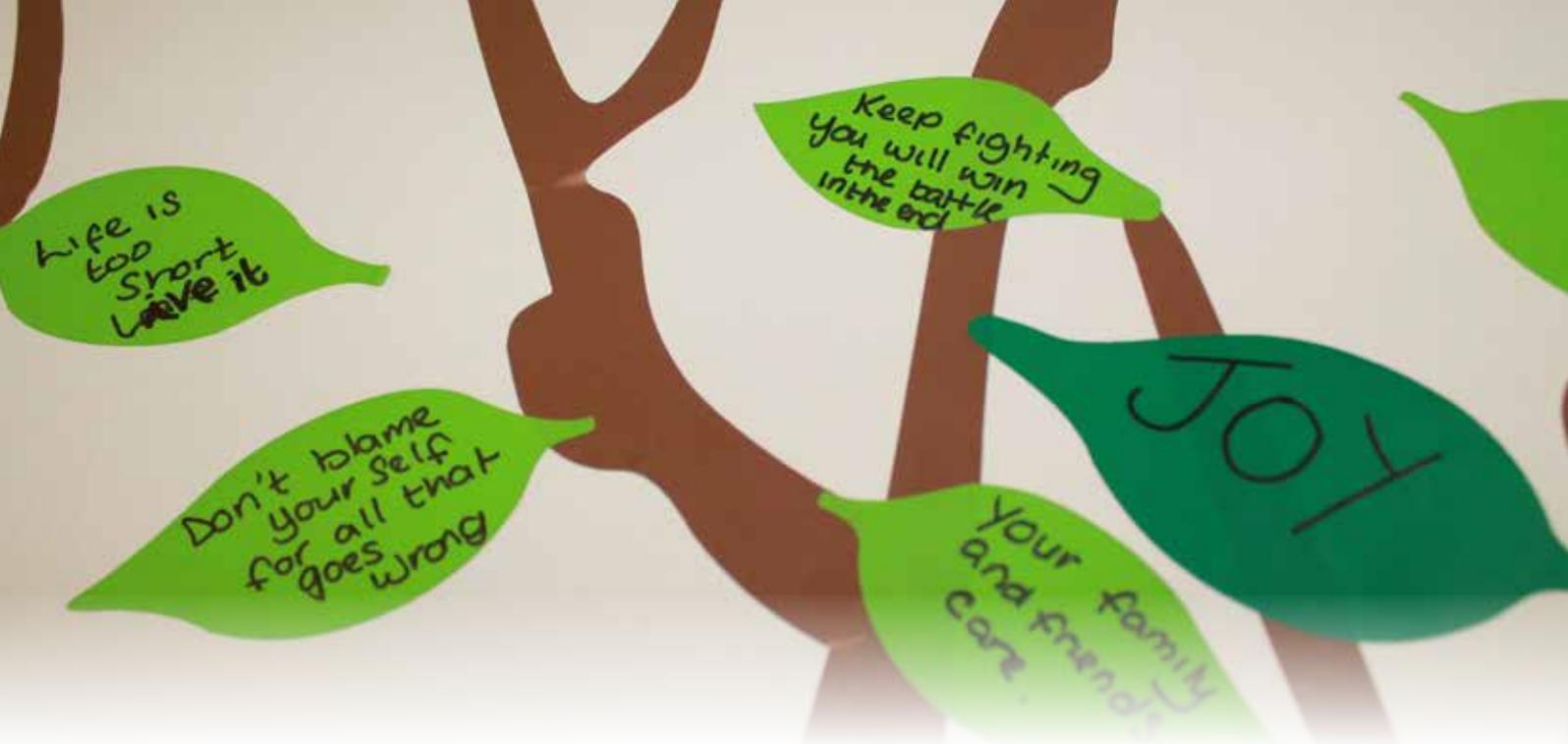
“I started arguing. Perhaps I wasn’t being rational. Some of my friends can’t take it when I am like this, so I decided I needed extra help. I have been on the ward three weeks now.”



Party-Time: Staff and service users celebrating on Fairlands ward



Juliet: Leaving a message on the Tree of Hope



Shelley gets on well with the staff. The ward manager is Alfred Muana. He joined BEH in May after coming from Oxleas, another London Trust.

"My vision for the ward," says Alfred, "is that we provide high quality care to a high standard. The most important thing is that the patient experience is excellent, and that we help patients positively in their recovery. And I want them all to experience that."

"As a ward manager I am responsible for the ward 24 hours a day. And one of my biggest responsibilities as a leader is to make sure we are working together, so my staff are on board with my vision. I have a different way of working and want my colleagues to come on that journey with me."

"And the great thing is that not only are my co-workers supportive, but so are the patients too. The patients have been very cooperative. They are so lovely, and I have had some really motivating talks from some of them saying that the ward is improving and things are improving for them. That makes me happy."

Alfred has a team of 24 working on Fairlands. Some of them have been on the ward for many years, and were actually behind the recent name change. The ward used to be known as Downhills, after a local park, but staff wanted to change the name to be more reflective of the way they delivered their care ie. fair care to all, and patients thought Fairlands fitted the bill. In August the ward held a big party to celebrate not only Alfred's new style of leadership but also the new name.

Agnes Oppong has been a staff nurse on Fairlands for six years.

"I love working here," she says. "It makes me so glad to see the difference I can make to our patients. You see how they



Getting into the party spirit: (l-r) Shelley, Rita and Theo



Enjoying his new role: Alfred Muana, Ward Manager

are on admission and how they are when they leave, and that really makes my heart warm and makes me feel good.

"Sometimes it's challenging but we all try and do our best. When some patients are less cooperative we try to provide reassurance and talking therapies — that helps a lot. We want to enable people to be independent. We want people to help themselves, to stand on their own two feet, so they can do things for themselves and have a good relationship with others."

"I remember one patient came to us when I first joined the ward. And she was mute, and I just worked with her and worked with her until she came out and started to talk with me, and we really worked well together. That was five years ago now, and she hasn't been in since. That is why I love my job, why I love to make a difference."

And it's that quality of care which forms Alfred's vision for the ward. "I want the patients to be well looked after. I know people don't necessarily want to be a patient but I make their stay as best as it can be. I want their experience to be excellent, and I and my staff want to help them recover as quickly as possible."



Agnes Oppong: Glad to make a difference



BBQ time: Celebrating the ward's new name - Fairlands

“I look forward to my mentoring sessions. They allow me to just be me.”

MENTORING MATTERS

“My name is Michelle Simmons-Safo and 16 years ago I was the first social worker to be employed by BEH. After two months I became acting team leader and then substantive team leader. This gave me a really good platform for my career development, particularly in terms of leadership and management.

When I first started I worked with Antenna Outreach Service, working with young black people, aged 16-25, experiencing the early onset of mental illness. The focus of the work was in line with what we now call the Enablement programme, fostering self-determination. The job gave me an opportunity to connect with the community where I was raised and give something back, and help to remove the stigma associated with mental health.

“In 2008 BEH reconfigured services and I joined Haringey Assessment Service (HAS). When the organisation was restructured in 2015 I remained in the same role but got a new manager, Theo Bello, Assistant Clinical Director of Adult Inpatient Services.

“I was quite frustrated at the time because the position wasn’t tapping in to any of my natural talents, particularly around networking and leadership.

“Luckily for me, Theo helped steer me to reach my full potential. He advised, ‘Stop looking at your employment as a job and look at it as a career’. He put structures in place for me to start developing my career. The first thing on the list was the need for a mentor, someone who was more senior than me, who could look at my career development in a more constructive way, tap into my qualities, stretch me and help me develop my skills. He also advised it would be a great asset to have someone within the same discipline as myself – a social worker.

“This set me thinking about my ideal mentor, and after meeting Nina Wright, Assistant Director of Community Services a few times I thought she was the one! I saw her compassion and understanding with staff and service users, and she was very enabling. I felt comfortable around her and I knew if I was serious about having a mentor I would have to be honest about my weaknesses and really trust my guide. I approached her and to my delight she agreed.

“We have monthly sessions which last two hours. At times there are tasks for me to do. My first session was based on service improvement and I was able to make simple changes to make a big impact. For example, I standardised all the interview rooms in HAS, I added small touches like a box of tissues and information for patients. I also put operational procedures in place to ensure shared information. Other sessions had me conducting mapping exercises and researching service improvement. Nina also encouraged me to look at progression opportunities within the Trust.

“I look forward to my mentoring sessions. They allow me to just be me. I have gone from a Band 7 to an 8a during my time working with Nina, and now I am the Haringey Enablement Project Manager. After the interview when I was told I had the job I cried! It has been an exciting journey and my role now takes me back to working within the community and forging partnerships with other organisations to create better outcomes for people using our services.”



My Mentor: Michelle with Nina Wright

“Recently, I was appointed the Chair of the new Better Together Network (BEH’s equality and diversity network) – a highlight. Working at BEH is no longer just a job, it is a career.”



People who have personal experience of a mental health condition are being employed by BEH to provide support to those currently in recovery.

HOW I BEAT OCD AND DEPRESSION

The Trust has eight Community Support Engagement Workers (CEWs), who are ex-service users who provide peer support and practical assistance to patients. Clare Groves, a CEW who works with the assessment team in Enfield, tells us her story.

"I developed depression and OCD, which is Obsessive Compulsive Disorder, when I was in my teens and at certain points in my life I turned to drink and drugs to help me cope.

"A few years ago I realised I needed help. My nerves were shot to pieces, I was consumed with anxiety, and would fall apart over something as simple as dropping a teaspoon. I was hearing and seeing things that weren't there. I was terrified I was losing my mind but too scared to ask for help.

"I went to my GP, and then ended up going to the walk-in crisis centre at St Ann's — and so began my journey of recovery and Enablement. I worked closely with staff at the Halliwick Centre who gave me the right medication and therapies to help me cope and earlier this year I was discharged.

"My goal was always to get back into work and when BEH's Community Engagement Worker scheme came up I knew it was perfect for me! I now provide support to people currently in recovery. I can relate to many of the people who I see and can give them advice, or share the lived-experience I have had.

"I am gaining more confidence all the time. When I first started I was very nervous because I wasn't sure when I should say something and I was worried whether it would be appropriate or not, but now I'm learning there aren't any rights and wrongs, it all depends on the



Community Engagement Worker: Clare Groves

person in the room and how best I can approach the situation to help.

"Recently, I went with a nurse to do a home visit for someone who has OCD, which I have experience of. He was against therapy and medication, and he was too frightened to talk about his condition because he felt embarrassed by it.

"At the time when I had cognitive behavioural therapy I was defensive. CBT is a talking therapy that can help you manage your problems by changing the way you think and behave. I didn't believe it was going to help me, but in hindsight, it gave me a good understanding of my condition.

"A big symptom for me was contamination. At times I believed if someone walked past me they could contaminate me, even though we hadn't touched. I'd need to go home, wash my clothes and have a shower. It caused a lot of anxiety. But after CBT I was able to understand my thoughts weren't always reflective of the truth. I explained this to him and when the nurse

"BEH's Enablement programme really helped me. It gave me the ability to do things for myself."

Our Community Engagement Worker programme is part of our Enablement programme. With Enablement we focus on supporting a person's strengths, helping them to build hope and confidence so they can achieve their goals. We are helping people who use our services to **LIVE, LOVE, DO**.

LIVE
somewhere safe and secure to call home.

LOVE
to develop social contact, friends and relationships.

DO
meaningful activities, with BEH supporting access to volunteering, study or employment.

came back he had decided he was going to give CBT a go.

"It's these kinds of scenarios which help define the role for me. Situations where I can help other people around me who are dealing with thoughts I have had, which I can understand."

FOR FURTHER INFORMATION

Enablement office

T: 020 8702 6453

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Andrew Menicou has emphysema, a condition which damages the air sacs (alveoli) in the lungs. Week by week it gets harder for him to breathe as he becomes more short of breath. Andrew is being cared for at Murrayfields Care Home in Enfield.



Breathing easier: Andrew with Melanie on one of her visits

A PATIENT'S STORY EMPHYSEMA

“I’m on oxygen 24/7 now. When I was young I had a garage and I used to do car spraying. Back in those days we didn’t wear masks and the toxic fumes from the paint went straight through to my chest.

used to smoke 60 cigarettes a day, and I’d drink. When you’re young you don’t think of these things, your body is more resilient. Now, thank God I have people around me who take care of me.”

BEH’s Care Homes Assessment Team (CHAT) offer rapid response visits or telephone advice to people in care homes and their family. They support residents like Andrew, who may have physical or mental health needs.

Melanie Pettitt, CHAT Manager, explains, “Andrew needs medical input as he needs his chest regularly reviewed. The care home staff call me, or one of the team, whenever he or they have concerns. We come out, do the tests, and decide whether he needs antibiotics or steroids. We also work very closely with the Enfield Respiratory Service to manage his condition, and ensure we aren’t swamping him with visits.”

Andrew is delighted with the support he receives from the team which helps him manage his emphysema. “There are a lot of things the team have helped me with, especially how to control my breathlessness. I know I get anxious about my breathing but having my chest reviewed to ensure I don’t need antibiotics is a big help. Also understanding how and when to use inhalers and nebulisers has helped me manage my condition. I know if I get worried I can tell someone, and this helps keep me out of hospital.”

The team have also helped him with his diabetes. Care home staff have to follow strict prescribing guidelines from the doctor with the amount of insulin they give him. But, his case is unique, and CHAT have helped teach him to administer the medication himself, and he understands how to adjust it according to his needs.

“Today I took some steroids,” explains Andrew. “And I now know that I need to take more insulin to balance it out. Without Melanie I just couldn’t do it. Mel has helped me so much. It’s reassuring to know I have her to fall back on.”

CHAT also work with staff at the care home to help them build their skills. Lori Vela, Deputy Home Manager at Murrayfields Nursing Home says, “Melanie is one of our main contacts with the CHAT team. We trust her. We

feel more confident with referrals now and the process. We have also put behaviour charts in place, and review medication. If that doesn’t help we’ll take a blood sample and wait for results, and the final stage is referral. We weren’t following these processes before.

“There is a much better understanding for the staff about the services which are out there too. Now we don’t call paramedics as much, because we don’t need to.”

The team’s input has also increased dignity during end of life care and given staff support and guidance about how to approach sensitive conversations which can often be difficult.

“When we can’t do anymore to make someone’s life longer and better,” says Melanie, “then what we can do is make sure their passing is as dignified as their life has been.”

“The toxic fumes from the paint went straight through to my chest.”



Discussing patients: Melanie and Lori



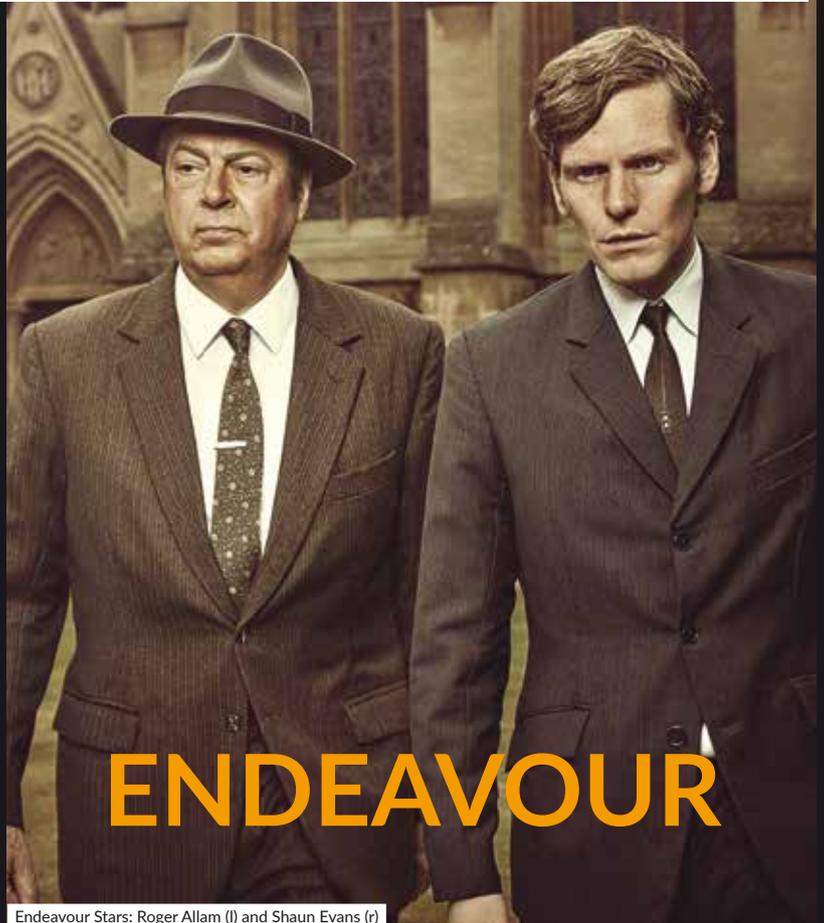
Just before filming: Rehearsing the next scene



Preparing for the next shot: The Endeavour camera crew

CAMERA ROLL... TAKE 2...

SCENE 3... AND... ACTION...



Endeavour Stars: Roger Allam (l) and Shaun Evans (r)

Photo courtesy of ITV



Hair-Do Done: Celine Buckens (Warhorse) aka Nurse Daisy in Endeavour

We're being transported back in time to 1967. It's been the summer of love. Harold Wilson is Prime Minister. The Beatles are topping the charts with All You Need is Love, and the Cold War is still rather chilly...

But, the infamous Inspector Morse has only got one thing on his mind. Who's bumping off the patients at Cowley Hospital in Oxford?

And that's where BEH steps in. The producers and location managers of the hit ITV show *Endeavour* (a spin-off of the *Morse* series) thought St Ann's Hospital in Haringey was the perfect set for this classic Whodunit.

The show focuses on the exploits of a young Inspector Morse, played by Shaun Evans (*War Book*, *The Scandalous Lady W*) and his colleague DI Thursday, Roger Allam (*The Lady in the Van*, *Parade's End*, *The Thick of It*).

So, for episode three of the latest *Endeavour* series more than 65 crew descended on St Ann's for the whole of

August. They turned a suite of disused and dusty rooms, records' office, and old gym into a living and breathing 60s hospital. And the transformation has been not far off miraculous.

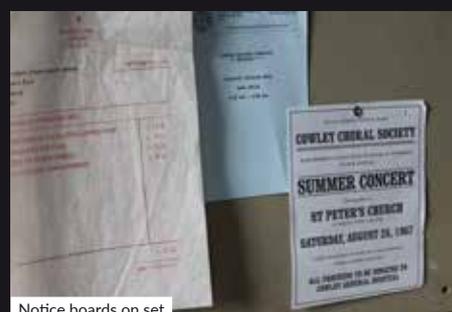
"I am particularly proud of the ward we've created in your old physio gym," says Alison Butler, production designer on *Endeavour*. You can see from your before and after pictures the transformation we have done in a week. My set director, Miri Katz and I have brought in old beds, lockers and chairs from a disused hospital, made ward curtains, painted the walls and constructed a nurses station. Putting so much thought into the sets creates the right atmosphere for the actors, and helps us deliver a film the audience will believe in."

Alison is aided by a team of imaginative people, because any set she has to lovingly re-create is exactly that, a creation and an illusion. There are old lights, old paper clips on old tables, old-looking signs, old notice boards which the graphic designer Katie Driscoll has painstakingly researched to put old notices on. Items which may only appear in shot for a split-second, but which still either need to look, or be, authentic.

Helen Ziegler is the Producer on the *Endeavour* show: "The wonderful side of producing is having the opportunity to be involved in each stage of production.



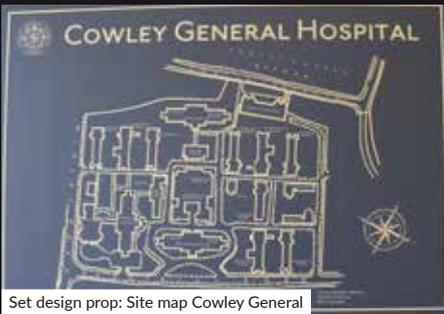
Transformation: Disused physio gym (above), and 'new' 60s ward below



Notice boards on set



“In films, Johnny Depp offered me the miracle elixir in *Sweeney Todd*, and I’ve been a wizard in *Harry Potter*. And now I’m a patient. Being an extra is a lot of fun.”



Set design prop: Site map Cowley General

"I work closely with the writer, Russell Lewis, the directors, the cast, so that together we visually build a world and bring it to life on-screen. I want to make sure that the look, the tone and the feel of the film are all in sync and feel unique.

"I find the level of detail each department goes into amazing. For example, the art department will even put dust on the cars to give that additional touch of reality."

Filming on set is long, and there can be a lot of waiting around while lighting, sound, and cameras are all set up. Lead actor Shaun Evans who plays Endeavour Morse doesn't mind though as he loves his work. When he was first cast as Endeavour he was careful not to think about filling John Shaw's shoes as the original Inspector Morse.

"I had read the books first, and had never seen the TV shows so the books were my first port of call. I think if I'd watched the shows it would have been a bit of a fool's errand. Also, we were only ever intending to make one episode. But it did really well, so we made more. Plus if you don't know too much about it then you can come up with something new and fresh, and be more creative."

Shaun is one of the main characters on set, and like any film is supported by plenty of other cast members including a host of extras. And as this episode is set in a hospital, an abundance of pretend patients were needed. One of them is Barrie John Nicholls. A former cruise line entertainer and tailor. 20 years ago he was made redundant, and fell into being an extra.

"I've worked on *EastEnders* and *the Bill*," says Barrie. "In films, Johnny Depp offered me the miracle elixir in *Sweeney Todd*, and I've been a wizard in *Harry Potter*. And now I'm a patient. It's been a lot of fun."

While often or not it's the actors which become the house-hold names, it's the teams of people working behind the scenes on the cameras, the rigs, hair and make-up, costume design, location managers, sound and lighting without whom the show couldn't happen.

Vince Goddard is the Gaffer, that's to say the Senior Lighting Technician. Vince has a pedigree on the silver screen, notably with the Bond films, but spends a lot of time doing shows for the small screen too.



Take 1 / Scene 101: Camera Roll



Extras: At work, in their pyjamas!

He's working on this whole series of *Endeavour*. As the Gaffer he works hand in hand with the Director of Photography to make it dark when it's daytime, and light when it's night time, so the film crew can maximise their working day.

"Every member of crew has an important job to do," explains Vince. "And that goes for lighting too. Simply, if I didn't get the lighting right, nobody would be able to see anything on the telly. Each shot has to be lit differently, to give it the right mood. You can have a wonderfully designed set, but if it's not lit properly it looks quite flat and featureless, while if you light a set beautifully it can look a million times better."

And that sentiment goes through all the cast and crew. Everything has to be right, the 60s hairstyles and make-up through to the tone and feel of each sequence. No matter what their role the cast of *Endeavour* want to make the best TV drama possible, so we, the viewers, can be transported back in time and believe we are part of the story, playing guess who-did-it along with Inspector Morse as he walks the once dusty, disused corridors of BEH.

Episode 3 of *Endeavour's* fourth series will be shown spring/summer 2017.



60s styling: Doctor and Nurses



Lights Up: Vince Goddard doing what Gaffers do best

Vintage Classics: Taking Centre Stage on *Endeavour*



DIABETES

DEBBIE HICKS, NURSE CONSULTANT, DIABETES

In the UK there are more than 4.2 million people with diabetes and this is on the rise. Priyal Dadhania, BEH Communications Manager caught up with Debbie Hicks, our Nurse Consultant, Diabetes, who gave us an insight into how to manage the condition and the consequences of not looking after your diabetes.

Hi Debbie. You work for our Enfield Community Services and are our expert on Diabetes. Tell us about it?

So, diabetes is related to the glucose level in your blood. The body uses sugar (glucose) from the foods we eat as fuel and insulin is the hormone that helps get the sugar into our cells. But, people who have diabetes either don't produce enough insulin or are unable to use the insulin they do create which means the level of sugar in the bloodstream rises.

And people can have Type 1 or Type 2 can't they?

Type 1 is where people from the very beginning of diagnosis need insulin injections whilst Type 2 is when they have some supply of insulin but it's unable to help the body utilise the sugar eaten in the diet. You'll find about 90% of cases are Type 2 and 10% Type 1. But, to manage both these conditions we advise cutting down on sugary foods, having moderate portions of carbohydrates, and exercising regularly.

Reducing sugary food seems like a logical solution, but don't you have to cut back on carbohydrates too?

That's exactly right, and that's because your body digests carbs and turns it to sugar which is the issue. To tackle this, we encourage people to increase their vegetable intake and think more about what they're eating. However, people do need to be aware of foods which are thought to be healthy that contain natural sugars, like fruits, which people with diabetes should really restrict to three portions a day.

Interesting. So, what can people do to prevent diabetes in the first place?

For the majority of people who have Type 2 diabetes it's due to their lifestyle choices. So, I would ask people to make sure they eat healthily and exercise regularly. And, if someone is overweight, deal with it appropriately and don't wait until it becomes a problem – those factors will help to prevent Type 2. But, Type 1 is an auto-immune disease so you cannot prevent it, as yet. Despite whichever type you have, people need to learn how to manage it and that's where the Diabetes Nursing Service comes in. However, the person needs to have that motivation to change their behaviour and that's easier said than done.

Debbie, you're based in Enfield. How do you help people in the Borough who have diabetes?

We work with people to develop a treatment plan, which includes taking medication, eating healthily and increasing physical activity. Initially for Type 2 diabetes you can use oral medication but you may need insulin therapy later. Usually this would be a once daily injection given at breakfast which works throughout the day, however, later it may need to be changed to twice daily insulin which works better with meals.

Are there certain groups of people who are more at risk?

Yes, diabetes is more prevalent in some cultures than others. People from a South Asian background tend to have insulin resistance at a lower BMI which means their insulin isn't recognised by the body so the blood glucose levels are raised. The Afro-Caribbean population tend to have a high carbohydrate diet. But it can happen to anyone – you don't necessarily have to be high risk. It is commonly diagnosed when people are over 40, especially for those who are overweight.

What would happen if you don't manage your diabetes properly?

There are long term complications associated with poorly controlled blood glucose levels like blindness, heart attacks, strokes, lower limb amputations, impotence and poor general health. You don't really want to have any of that. And, those complications can affect your mental health and may cause conditions like depression, stress or anxiety. If the blood glucose levels are high it's toxic to the very small vessels in the eyes and the kidneys. Feet become a problem because high blood glucose levels are toxic to the nerves which may lead to amputations mentioned above.

So diabetes can obviously be very dangerous if it isn't controlled! One last thing, do you have any final words of advice?

I'd tell everyone to be aware of the effects of poor blood glucose control and try as much as possible to think about diet and exercise because when complications arise the effects are rarely reversible. Prevention is better than cure.



FOR FURTHER INFORMATION
Diabetes UK
T: 0345 123 2399
E: info@diabetes.org.uk





Take two... *and relax...*

We know life's hectic. And, we know taking time out after work is really important to do, but how often do we do it? Well, we thought we'd share some ideas with you from a few of our staff around the Trust.

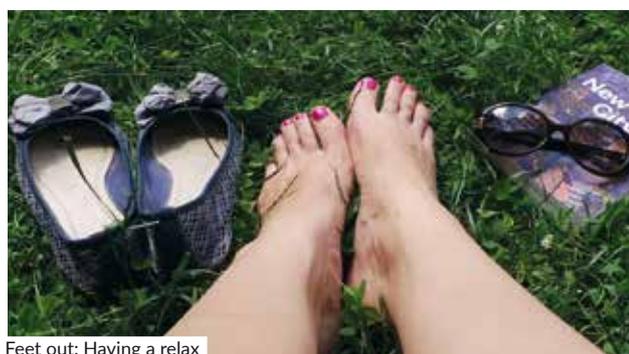


Champion Camilla: Celebrating her triathlon

Camilla Cox

Senior Occupational Therapist, Eating Disorders

"My bike is my passport to freedom – of course cycling round London is not always relaxing but it can be, and it's always fun. I take part in Triathlons and although the actual events are nerve wracking, the training, that's to say being outside swimming in the reservoir, or running in the woods is relaxing. When I'm not training I listen to music, watch a film, go to an exhibition, and I have one golden rule – at least once a month I must leave the city."



Feet out: Having a relax

Kathy Soderquist

Service Manager Universal Children's Service, Enfield

"To unwind, I enjoy spending time with my immediate family, sitting in the warm back garden reminiscing. My husband and I enjoy retirement planning, thinking up things we may never do, but we can dream. A manicure and pedicure also work wonders for me, though not my husband!"



A Dolly sandwich: Doreen and her husband John on a Warner holiday

Doreen Todd

Information Governance Manager

"I often unwind by taking my granddaughters to the park, weather permitting. I also enjoy my weekend breaks away at Warner Coastal Villages, referred to by my daughter as 'holidays for old people' which I think is a little unfair. Last week we saw a Dolly Parton tribute act, and she was brilliant. That's not boring! In my youth I enjoyed horse riding, often entering local gymkhana events and sometimes winning rosettes and trophies. Now I only 'indulge' when on holiday, perhaps riding on a sandy beach somewhere nice and warm."



A night out with friends: Is that Cat Woman masquerading as Tracy?

Tracy Periclis

Executive Assistant

"My relaxation is probably not what everyone would consider relaxing – it's not flopping down on the sofa and reading, watching TV and chilling – it's more a 'do more with your time' attitude. I love to travel, UK and abroad, dance, socialise with friends and family, organise outings, bake cakes, shop, car boot sales and make the most of living near to one of the best cities in the world, London. I generally keep myself busy as a way of relaxing and sometimes I do sit down for a few minutes but not for long! The more active I am the more relaxed I feel and my time away from work is always filled with things to do."



Tracy on her way out.

How do you relax? Let us know and send a snap to:
communications@beh-mht-nhs.uk



THEOPHILUS BELLO ASSISTANT CLINICAL DIRECTOR

Haringey Inpatient Services
and Assessment Service



WHAT IS YOUR BACKGROUND AND HOW LONG HAVE YOU WORKED FOR THE TRUST?

I trained as a mental health nurse in Kingston and St Georges College of Nursing. I have spent 17 years in forensic mental health. In 2013 I got an MBA degree from Middlesex University to improve my competency in management. I cannot believe it has been eight years since I joined the Trust. Never in my career have I spent that period in one organisation. I am becoming part of the furniture.

WHAT DO YOU ENJOY ABOUT YOUR CURRENT ROLE?

The current role has provided me with an exciting challenge to improve patient experience. Working in unfamiliar territory like bed management has created a learning opportunity, and I have learnt a lot about working with our stakeholders.

WHAT IS YOUR PERSONAL EXPERIENCE OF USING THE NHS?

On 7 October 2014 whilst on duty, I suffered a subarachnoid haemorrhage, which is an uncommon type of stroke caused by bleeding on the surface of the brain. I was amazed at how seamless the clinical pathway was. Efficient collaboration between the neurosurgical team, my family, and myself allowed an early discharge and an overall positive experience. This is why I will not rest until people with mental health problems can enjoy a similar experience, where they can receive the care they need, in the right environment, provided by the right professionals at the right time.

“People ask me why I smile even when situations are critical. The answer is simple: the one that is with me, is greater than the one that is against me.”

IF YOU WERE JEREMY HUNT WHAT WOULD YOU CHANGE ABOUT THE NHS?

I strongly believe that there is a need for greater integration among NHS organisations. The word is thrown around but I believe the concept is still largely a theory that needs to be actively implemented. When I say integration, I am referring to all aspects of a person's care whether it is psychological or physical. We also need to motivate the workforce in the NHS. In the current climate, there is a need to facilitate discussion and build relationships between the workforce and government in order to avoid staff shortages and poor care. This is in reference to the Junior Doctors' contract. I would also possibly force local commissioners to give more money to mental health trusts.

TELL ME SOMETHING ABOUT YOU THAT MOST PEOPLE WOULDN'T KNOW IN THE TRUST?

I am a qualified structural engineer with a masters in civil engineering, though I can't for the life of me remember those formulas anymore! I am also a bit of a polyglot able to speak Bulgarian, Russian, Yoruba, and of course English.

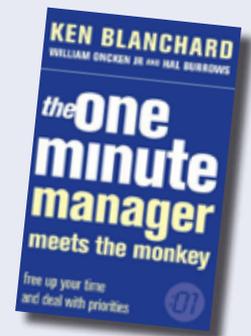
HOW DO YOU LOOK AFTER YOUR OWN MENTAL HEALTH?

I cannot overemphasize the importance of my spiritual life in both my physical and mental fitness. People ask me why I smile even when situations are critical. The answer is simple: “the one that is with me, is greater than the one that is against me. I believe that whatever is hurtful to you, you must not do to any other person.”

WHAT BOOK ARE YOU CURRENTLY READING?

One Minute Manager Meets the Monkey by Ken Blanchard, William Oncken and Hal Burrows.

It teaches the powerful force of delegation in freeing up time to deal with priorities. It is about time management. I recommend it to anyone who feels overwhelmed with the problems created by other people. Reading the book alone isn't enough because the lessons within it have to be put into practice.



REFRESHING OUR VALUES

Some 500 staff, service users and stakeholders have been helping us refresh our Trust values.

The values will be embedded into our everyday working, and underpin how we interact with patients as well as our colleagues. Our new values are: compassion, respect, being positive and working together.

Each value has a supporting behaviour.

- **COMPASSION** means providing care with humanity and kindness
- **RESPECT** means valuing what people say and do
- **BEING POSITIVE** means a great attitude to encourage better care and services
- **WORKING TOGETHER** means making great partnerships between staff, and the people we care for

We want to live our values, so please let us know if we should be doing better.

E: jackie.stephen@beh-mht.nhs.uk



QUALITY IMPROVEMENT AIMS TO TURNAROUND TRUST FINANCES

Our Trust has teamed up with Salford Royal NHS Foundation Trust to embed their world-renowned Quality Improvement (QI) programme here at BEH.

It means we are on a mission to continuously improve the quality of the care we provide. We will be able to do things more effectively and provide services even more efficiently.

This will save the Trust money, which is helpful because BEH, like many other NHS organisations, is facing a multimillion pound deficit in its finances.

If we didn't do anything about our finances we would be facing an overspend of £12 million by April 2017. We have to reduce this considerably and are working hard on our cost improvement plans and efficiency drives, particularly through our QI work. For example, we will be making savings by reducing our reliance on agency staff and also reviewing our adult care pathway so that fewer people need to be admitted to hospital in the first place.

We are campaigning for more funding, and staff have been sending in some great money saving ideas and we will also be asking staff to become Improvement Champions across the Trust so we can share best practice even better.

CARE ACADEMY TO SHARE KNOWLEDGE

The Care Academy is an innovative partnership which will share knowledge between Barnet, Enfield and Haringey Mental Health NHS Trust, Camden and Islington NHS Foundation Trust and Middlesex University.

The Academy will improve patient care by enabling staff across a large area of London to share their expertise, learn from others, and to find likeminded colleagues to collaborate, share knowledge and learn together in an easy and seamless way. The Care Academy will be supported with online digital training co-produced with staff, patients and carers. Funded by Health Education England the project will support the *Five Year Forward View* on Mental Health. The Academy will come online in 2017.

Discover more by emailing: f.cameron@mdx.ac.uk



FREE WI-FI

Surfing the web is getting a whole lot easier on our St Ann's and Chase Farm sites.

Our IT teams are installing Wi-Fi for staff and for the people who use our services. We want to improve our patient experience and help service users keep in touch with their family and friends, or just while away some time on the internet. It has benefits for staff too, with people being able to do their shopping online or catch up on the latest news while taking a break away from their desk.

We'll be extending this service to other parts of the Trust in the future. To connect search for BEH in your Wi-Fi settings and follow the instructions.



SERVICES SHORTLISTED FOR PRESTIGIOUS HSJ AWARDS

Not just one, but **THREE** of our services have been nominated for the prestigious Health Service Journal Awards (HSJ). The nominated projects are:

- **ENABLEMENT**
Helping people have a life beyond diagnosis
- **CARE HOMES ASSESSMENT TEAM (CHAT)** Improving the lives, and deaths, of residents in Care Homes through Learning and Development
- **PROJECT FUTURE**
A community based, youth led mental health project that works with socially excluded young men aged 16-25 involved in gangs, offending, and serious youth violence. It is a partnership project with key stakeholders

The HSJ Awards is the largest celebration of excellence in UK healthcare, highlighting the most innovative and successful people and projects in the sector.

GOING SMOKEFREE LIVE LONGER, LIVE HAPPIER



From January 17th 2017 we'll be going SmokeFree across our Trust.

The evidence is overwhelming. If you stop smoking you'll become healthier. But there are still people who believe some of the old myths. One in particular is that smoking improves your mental health by helping you relax. The reality is actually very different because it does the complete opposite. Smokers are more likely to develop depression or anxiety disorder over time than non-smokers. And cutting out cigarettes triggers a big improvement in mood.

BEH wants to protect and improve the health of patients, staff and everyone else who visits our sites. That's why the Trust will be going smoke free from 17th January. This means that from 17th January 2017 staff, patients and visitors will not be able to smoke on Trust premises. There will be no designated smoking areas on Trust sites.

We know some people like smoking, so we will be giving advice to our inpatients to help with cravings and provide alternative methods of dealing with stress. We will also give our inpatients free access to nicotine replacements, and they will be able to buy disposable e-cigarettes. Community Services will offer advice and ensure people can access support.

Smoking Facts

- Stopping smoking lets you breathe more easily. People breathe more easily and cough less when they give up smoking because their lung capacity improves by up to 10% within nine months
- Ditch the cigarettes and feel less stressed. Scientific studies show people's stress levels are actually lower after they stop smoking
- People living with mental health conditions, and who smoke, die on average 10-20 years earlier than the general population. Smoking is the single largest cause of this gap in life expectancy
- Stop smoking at home or in the car and give your kids and family a chance. Passive smoking kills



Flu Fighter: BEH's Mandy Stevens gets the jab

HELP US FIGHT FLU THIS WINTER

Flu is extremely unpleasant and can lead to severe complications, chest infections and even death. Did you know, globally, seasonal flu accounts for around 3 to 5 million causes of severe illness annually and between 250,000 and 500,000 deaths? Our staff will be offered the vaccination to help protect you. And, if you are 65 years of age or over, pregnant, overweight, or living in a long-stay residential care home remember, you're also eligible to receive a free flu jab.



Better Together: BEH's Equality & Diversity Network

BETTER TOGETHER: BEH'S EQUALITY & DIVERSITY NETWORK

We recognise that to best meet the needs of the people we care for staff should reflect the diversity of the communities we work with. The Trust aims to inspire a positive approach to race equality and has launched a network for staff, called Better Together. The network holds events to discuss and celebrate clinical,

social, historical and cultural issues of importance to Black, Asian and other minority ethnic backgrounds.

We want the outcomes of this Network to contribute positively to improving the care and treatment of service users and staff, regardless of their ethnicity.

DIARY DATES

WORLD MENTAL HEALTH DAY
10 October 2016

Check the website to find out what is happening in Barnet, Enfield and Haringey

WORLD DIABETES DAY
19 November 2016

A day to raise awareness of diabetes and what it is like to live with the condition. Check www.diabetes.org.uk for more information.

BEH CAROL SERVICE FOR STAFF, SERVICE USERS, AND FAMILY
5.45-6.45pm 13 December

Mince pies and drinks.

Let us know you're coming

E: communications@beh-mhtnhs.uk

St Ann's Church, Avenue Road, Haringey, N15 5JG



St Ann's Church: Come to our Carol Service

DRY JANUARY

Are you going to be staying off booze for the month?

Keep an eye on our twitter

@behmhtnhs and we'll be sharing tips to make it easier throughout the month.

BLUE MONDAY

16 January 2017

Let us know how you're planning to brighten up what is believed to be the most depressing day of the year and email

communications@beh-mhtnhs.uk

Your compliments

What you've been telling our staff

Our staff are delighted to hear the difference their care and support has made to your lives. Here are some of the lovely messages we've been sent recently about the care we provide:

I felt very reassured when I spoke to you yesterday that you were already aware that R was in his manic phase and that you had an action plan in place. I feel very lucky to have you as his care coordinator and that you forward plan for those you care for.
Jurina

I have learnt how to enjoy life again and focus on other things more important than my weight. Now I can do many other activities that I wasn't able to do while starving myself for days. I can now look back and see my perspective about life has changed a lot and I feel more confident about myself.
Nicoleta, about her experience on Phoenix Wing

Dear Stefania,
Thank you so much for all your help in our family therapy sessions. It means an awful lot that you have brought my mum and I a lot closer & changed our relationship to be a better one. I remember I always hated family therapy sessions at The Priory and at CAMHS ... but you have changed my views. I have come to find therapy very helpful...
Love mum and Jeshita (Jess) xxx

Dear Dr Angels,
Thank you to you and your team for all the help and support you have given Tom (and us) over the past four months. The quality of care at the Beacon Centre has been outstanding and we are extremely grateful to you all.
Best wishes,
Kate and David xx

**HAVE YOUR SAY
WE ALWAYS WANT TO
HEAR FROM YOU!**

BEH IN THE MEDIA



BBC Panorama

This half-hour documentary focused on BEH patients as they go through the mental health system and demonstrates the quality of care provided by our staff, sometimes in challenging circumstances.

BBC News

Are stalkers super-fans?

Dr Frank Farnham, consultant forensic psychiatrist at BEH, explains the difference between a stalker and a super-fan on Radio4



Enfield Independent

Former patients employed by mental health trust

Patients who have used mental health services are using their experiences to support those currently in recovery. BEH have employed eight Community Support Engagement Workers (CEWs) to provide peer support to patients. There are benefits too for the CEWs. Not only are they able to empathise with patients but they can also find it self-empowering by increasing their own self-esteem, confidence and positive feelings.

Enfield young mothers receive NHS award

The first young mothers graduated from the Family Nurse Partnership programme this summer. The home visiting service is for first time mums, aged 20 or under, in Enfield. A specially trained family nurse visits the mum regularly, from early pregnancy until the child is two-years-old supporting all aspects of pregnancy and parenting.



Healthcare Managers Magazine

With disintegrating community support and tighter funding than ever before, services are facing enormous pressures. *Healthcare Manager Magazine* spoke to BEH's Chief Executive Maria Kane about how she keeps the show on the road and what we're doing to cope with the challenges.



The Huffington Post and the Daily Express

Hospital opens pub on dementia ward to stimulate happy memories for patients

A pub named the Jolly Villa complete with bar, beer pump and bunting was opened at Chase Farm Hospital in Enfield. The aim of the pub is to stimulate memories of happier times for the patients, improve their overall wellbeing, and encourage them to communicate more widely.



Nursing Times

BEH wins tender to provide care at Wormwood Scrubs along with Care UK

BEH with independent provider Care UK has won a five-year contract for healthcare services at Wormwood Scrubs prison in West London.

TOP TWEETS



Top Tweet retweeted 3,134 expressions
French psychiatrists visit services to see what lessons can be taken home to improve care [tinyurl.com/gr0emnt](https://t.co/gr0emnt)
[pic.twitter.com/Hplkrqp47N](https://t.co/Hplkrqp47N)



Top Tweet retweeted 4,352 expressions
Thanks to all the nurses who joined us at our Proud to be Different conference on #InternationalNursesDay #MHProud16 [pic.twitter.com/RG15vFuJfP](https://t.co/RG15vFuJfP)



“He still makes my heart miss a beat”

YANA'S STORY

With a workforce of over 1.3million people not only has the NHS helped save millions of lives it's also brought many people together! We all know happily married couples who met across the watercooler. At BEH we want to celebrate the love stories which have changed people's lives.

Yana Le Tissier, our Head of Recruitment and Resourcing, joined the NHS over 40 years ago. Little did she know she'd meet her husband at the same time she kicked off a hugely successful career.

“I met my husband Denzil when I first joined The Eastman Dental Hospital on 3rd September 1973. It was both our first day on the job – he was a trainee and I was a payroll clerk.

“He was quite shy in those days. On many a pay day, he would come to my office and query his pay, as an excuse to talk to me.

“One year later we were at a hospital disco and he plucked up the courage to ask me to dance. Although he couldn't really dance I still said yes! And, we started dating from that day. Things were great and a few years later (3rd September 1977) we tied the knot, co-incidentally on the anniversary of the day we met.

Time has flown by since. It will be our 39th wedding anniversary this year. We have two children and one grandchild. We have great fun together and still enjoy each other's company.”



Happily married: Yana and Denzil on their big day!



If you have an NHS love story then please send it to us, and we'll share the love in our next issue
communications@beh-mht.nhs.uk

GETTING BACK TO WORK

BEH works with a lot of partners in the community, as part of our Enablement programme. We help people to regain control of their lives and help them on their road to recovery. One of the organisations we work closely with is HAIL in Haringey. BEH and HAIL, together with Middlesex University and the Clarendon Recovery College, co-produce a course called First Steps Towards Work.

This BEH funded six day course is free and is peer-led for mental health service users who are in, or discharged from, secondary care. It's designed to build confidence, assist with job searches and applications, prepare for interviews and help someone return to work. So far it has been really successful. Selina and Kamal explain how First Steps helped them find a job.

Selina's story

“The course offered me guidance and information. I was ready to go back to work but needed a direction as searching for jobs on my own was not getting me anywhere.



In her new role: Selina

“First steps offered me a safe place to meet others and share my experiences and talk about my barriers to work without being judged. Nuala and Penny, two course leaders, helped me apply for the job of peer support worker at BEH.

“Working is a personal journey but if you feel ready you need to just go for it. There are struggles but with the right support it is achievable. You need to take ownership and responsibility for it. Ask for support. Ask for advice. Search on the Internet. Ask your peers so you can make informed decisions.”

PARTNERING WITH BEH



Kamal's story

“I became unwell during A-levels and didn't do as well as I'd hoped. My friends went to university while I spent more and more time in hospital. I found the right medication for me and spent time working with a psychologist.

“Coming on to the First Steps Towards Work course helped me think about my future and what I really wanted to do. The peer trainers helped me to find out more about being a self-employed football coach.

“I have been supported by so many professionals over the years and admired them. I wanted to become a social worker but didn't think I would be accepted. Nuala and Penny supported me in making an application. I couldn't believe it when I got in. Meanwhile, I'm coaching an under 12's team in my local park.”

FOR MORE INFORMATION
First Steps Towards Work
call HAIL:
T: 07525 260 776
E: fstw@hailtld.org



FUN 'N' GAMES

CAPTION COMPETITION



Put your creative juices to the test. Send in a witty or clever caption to go with this picture and we'll choose the one we like the best. The winner gets a **£25 voucher**. Email your captions to: communications@beh-mht.nhs.uk

We'll put a selection up on our website too.

Deadline 15th December
Winner notified shortly afterwards.

PHOTOGRAPHERS OF ALL AGES, BACKGROUNDS AND EXPERIENCE LEVELS ARE INVITED TO ENTER THE TRUST'S COMPETITION THROUGH THE LENS

THE PRIZE: Winners will have their photographs in the next issue of TRUST MATTERS, online on our website, publications, and social media. The winner in each category will also receive a **£25 voucher**. So if you have a passion for photography and enjoy sharing your photos then send in your entries.

THEMES

LOCAL AREA: Photographs of anything in the local community of Barnet, Enfield or Haringey.

NATURE: This refers to a wide range of photography taken outdoors, and includes landscapes, wildlife, plants, and close-ups of natural scenes and textures.

BEH LIFE: Shots of staff and / or service users (with consent) at work, BEH buildings, any work related activity.

ENTRY DEADLINE: 5 JAN 2017

Email entries to: communications@beh-mht.nhs.uk

Subject Title: Through the Lens

Deadline: 5 January 2017.

Winners announced in our next TRUST MATTERS magazine.

Image file 3MB and above. All entries must be submitted with name, description, date, and current contact details. It is the responsibility of each entrant to ensure that any images submitted have the consent of anyone who is identifiable in that image.

Quiz Time

Are you smarter than BEH's very own self-appointed Quiz Master? He thinks he's being fiendishly clever with this selection of questions, but can you bring him down a peg or two?

- 1 You'll find QI mentioned in our Trust Matters magazine. What does it stand for?
- 2 Another one, just to check you've read the mag! How many Community Support Workers do we have?
- 3 Some general knowledge now. What is the capital of Canada?
- 4 For two points a) In which city would you find the statue Christ the Redeemer b) What's the name of the mountain?
- 5 Linking to sport. How many medals did Team GB win at the Olympics?
- 6 Which football player became the world's most expensive transfer in 2016, and how much did he cost?
- 7 Moving to the natural world now. You might be surprised to find out that snails have teeth. I was. But how many do you think they have?
- 8 From the age of the dinosaurs till today, what has been the largest and heaviest animal ever?
- 9 Another record now, and worth a few points. In 1969 Neil Armstrong landed on what? And who were the second and third people to follow suit.
- 10 Staying State-side which actor played Jack Bauer in the hit TV show 24?
- 11 The singer, who would formally be called Miss Adkins, is better known as?
- 12 And a bit of an eclectic one to close... Popty ping is often used in the Welsh language to mean what? Clue: you will most likely find it in your home.

You'll find the majority of the answers to our quiz on the next page. If you have a question which you think our Quiz Master might like to include in our next edition of Trust Matters then please email: communications@beh-mht.nhs.uk



SPOT THE DIFFERENCE

SOMETHING FOR THE KIDS. HAVE SOME FUN SPOTTING THE 10 DIFFERENCES!



MYSTERY PHOTO COMPETITION

Can you guess what this picture forms a part of? Send your answer (and give a very precise location) to communications@beh-mht.nhs.uk

All correct answers will be put in a hat. The winner will get a £20 voucher. If you need a clue this edition's photo is somewhere on the St Ann's site.

Deadline 15th December. Winner notified shortly afterwards.



MYSTERY PHOTO: WHERE AM I?

RIDDLES

EASY:
I don't have eyes, but once I did see. Once I had thoughts, but now I'm white and empty.

HARD:
What belongs to you but others use it more than you do?

Sudoku

Put your maths to the test in our sudoku challenge.

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|---|---|---|---|---|---|---|---|---|
| | | | 6 | | | | | |
| 3 | 2 | | | | 9 | 5 | 8 | |
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| | 9 | 4 | 2 | | | | 6 | 8 |
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| | | 1 | | | | 9 | 3 | |
| 3 | | | 6 | | | 7 | | 5 |
| | 9 | | 3 | | 1 | 2 | | |

Answers can be found on the BEH website: www.beh-mht.nhs.uk <search> COMPETITIONS. Sudoku puzzles are provided by www.sudokuoftheday.com

Answers

1. Don't cheat - read the mag!
2. No clues here 3. Ottawa 4. a) Rio de Janeiro b) Corcovado 5. 67 medals, with 27 being gold 6. Paul Pogba, from Juventus to Man United for £89 million 7. 14,000, with some having more! 8. The blue whale - recorded at 30 metres long and weighing in at 180 tonnes it dwarfs any dinosaur 9. The moon. Neil Armstrong was followed by Buzz Aldrin, and Pete Conrad 10. Kiefer Sutherland 11. Adele 12. Microwave oven

QUIZ

HARD: Your Name
EASY: Skull

RIDDLES

