

# TRUST MATTERS

Barnet, Enfield and Haringey Mental Health NHS Trust

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## HEALTHY EATING FOR SPRING

How we are  
transforming  
mental health care

Helping nature to  
help ourselves

Talking therapies  
Find out why it's good to talk

**Thank you to all the service users and staff who helped us put this magazine together.**

We're always looking for people who want to get involved. So, if you have a news story or idea for *Trust Matters*, please email [beh-tr.communications@nhs.net](mailto:beh-tr.communications@nhs.net)



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## Welcome from our Chief Executive

Since the last issue of *Trust Matters*, the Care Quality Commission (CQC), the national healthcare regulator, has inspected BEH and it's great news that we were rated 'Good' once again, building on our 'Good' rating in 2019. Our previous inspection now feels a long time ago and like it took place in a different world, before we'd even heard of COVID-19.

Achieving a stronger 'Good' rating despite all the pressures and difficulties caused by the pandemic, is something all our staff can take pride in. I was particularly pleased to read the inspectors' feedback that they found service users are treated with dignity and respect and are involved in planning their own care. I would like to say a big thank you to our staff and to all the patients and carers who took the time to speak to the inspectors about their experiences.

You can find out more about some of our amazing staff in the feature on our Celebrating Excellence Awards. You can also read about some hidden heroes, like our Pharmacy team, who have worked really hard behind the scenes to help us deliver COVID-19 vaccinations safely and efficiently.

One of the things the CQC praised was the way we employ people with personal experience of mental ill health to learn from them and to demonstrate recovery is possible. In this issue, you can

read the inspiring story of Femi Gbadamosi, now a Peer Support Work Coordinator at Chase Farm Hospital, who looks back at the time he spent as a patient in the same hospital.

Meanwhile, our partnership with Camden and Islington NHS Foundation Trust is continuing to develop and helping us to improve our services, most visibly in strengthening community mental health services across our five boroughs. We are seeing the new, multi-disciplinary teams in action in local neighbourhoods, offering a full range of support to people who need it, close to home.

I've only been able to highlight a few of the articles in this issue of *Trust Matters* – I hope you find it an interesting and inspiring read. Do tell us what you think of the magazine, especially what kind of stories you would like to see more of, in our quick online survey – see details on page 27.

We would also love to hear from you with suggestions for our next issue of the magazine – please contact our Communications Team on [beh-tr.communications@nhs.net](mailto:beh-tr.communications@nhs.net)

Best wishes

**Jinjer Kandola MBE**  
Chief Executive



Follow Jinjer @Kandola8

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# BEH builds on ‘GOOD’ CQC rating despite the pandemic

**We are very pleased that Barnet, Enfield and Haringey Mental Health NHS Trust was rated ‘Good’ once again in the Care Quality Commission (CQC) inspection report published in February.**

We are very pleased that Barnet, Enfield and Haringey Mental Health NHS Trust was rated ‘Good’ once again in the Care Quality Commission (CQC) inspection report published in February.

Our inspection took place in October to December 2021 when London was facing rising COVID-19 infection rates with the emergence of the Omicron variant, putting the NHS under significant pressures. So our rating is great news, given the difficult times we have faced over the last two years. Despite these pressures and difficulties, we have retained our ‘Good’ rating and come out stronger than ever.

This builds on our last inspection in 2019 when we were also rated ‘Good’ and the CQC recognised that the Trust is in a better position now, with progress in a number of key areas since then.

The CQC rated the Trust ‘Good’ overall and ‘Good’ for being effective, caring, responsive and well-led. The Trust’s mental health

services were rated ‘Requires improvement’ for being safe while Enfield community health services were rated ‘Good’ in all categories.

The CQC found a range of improvements across the Trust, particularly in adult acute wards and psychiatric intensive care units and in adult community mental health services.

Across the Trust, the CQC highlighted positive practice and progress including:

- Patients are treated with dignity and respect and are involved in planning their care
- People with personal experience of mental ill health are employed as peer support workers to help build trust and demonstrate recovery is possible.
- Responsive management of the impact of the pandemic, adapting how services were provided and setting up a specially adapted vaccination clinic for people with learning difficulties and serious mental illnesses
- Improvements in the quality of the Trust’s buildings, including the large-scale redevelopment of St Ann’s Hospital
- Effective leadership and a strong focus on improving the quality of services

The CQC highlighted challenges with recruitment and retention of permanent staff, some delays with completing Mental Health Act assessments, and issues with the availability of inpatient beds. However, the CQC noted that the Trust is aware of these issues and is working hard to address them.

Welcoming the report, Jinjer Kandola MBE, Chief Executive of the Trust, said: “I am very pleased that we have maintained and built on our existing ‘Good’ rating. While we are making great progress, there is more to do. We are all focused on this from our board members to our frontline teams and we have a well-developed quality improvement programme in place.

“I’d like to pay tribute to our dedicated and compassionate staff for their commitment to delivering the best care possible for our patients every day. We are committed to continuing to improve our services.”

You can read the report on our website and watch a short film about it with messages from our staff.



# Partnership celebrating first anniversary

**April 2022 marks the first anniversary of work starting between BEH and neighbouring Camden and Islington NHS Foundation Trust to build a strong, working partnership. The ambition for our partnership is to make a real difference to our service users, local residents and staff.**

We want to:

- Reduce health inequalities
- Eliminate unwarranted variation and inconsistencies across our services
- Improve outcomes for service users, and
- Create a sustainable workforce model

Key milestones during our first year have been Jackie Smith's appointment as the Chair of both Trusts and Jinjer Kandola's appointment in October 2021 as Chief Executive across both organisations. This is already helping us to work more effectively together and to drive the changes we need to see to improve care still further.

Through a series of meetings over the summer and autumn with service users and staff, you helped us develop the nine priority areas that we will focus on to realise our ambitions.

## Benefits so far

Our partnership is already making a difference with a new model of community services across our five boroughs. This entails multi-disciplinary teams including clinicians, social workers and the voluntary sector, working together in locations near to where people live, to offer them the wraparound

support to improve their care and quality of life, and prevent them become more unwell.

As part of our partnership, we have also introduced a new model for our crisis prevention houses and this is starting to operate across our whole area. We also plan to open crisis cafes in more and more locations later this year.

One of our priorities is have a single bed management process across our two organisations. This means we will be able to support each other with bed capacity and avoid having to send anybody who

needs to be admitted to hospital outside our area and far from where they live. We will soon have in place a brand-new digital system to help us with this.

We are also getting specialist support to allow us to build a single patient tracking list across both our Trusts so that we can support each other in making sure that people get the right care at the right time.

We are confident this partnership will have huge benefits for those who use our services and we look forward to updating you soon as this exciting work develops.



## Celebrating Women's History Month with craft workshops



To mark Women's History month, Sewn Together and Tottenham Talking ran a joint event to engage members of the local community through stalls, talks and workshops. It was also an opportunity to discuss the ways local women could get more involved in the projects.

Over 40 members came together to take part in a sewing workshop – which was described by attendees as a great opportunity to connect with others in a supportive environment.

Cheyenne Roberts, Occupational Therapist at Tottenham Talking, said: "Sewing is a good wellbeing activity as it can help with fine motor skills and provide a real sense of achievement when you're able to create something. Additionally, group sessions like the ones with Sewn Together can improve participants' social skills and build social connections."

Sewn Together and Tottenham Talking also joined up in January to mark London's Great Mental Health Day. They ran a drop-in session with creative workshops, beauty treatments and health and wellness discussions.

Tottenham Talking is a community based mental health project run in partnership by the Bridge Renewal Trust and BEH. Sewn Together provides craft workshops for individuals facing isolation or loneliness.

## Mebrak Ghebrehiwet, a nurse in the BEH Eating Disorders Service, wins the top prize in the Health Hero Awards

Mebrak, who qualified as a nurse just four years ago, was congratulated by the Prime Minister for her 'heroic' work in transforming care for patients with eating disorders.

She was nominated by Daily Mail readers for her work in devising ways of minimising the use of restraint of patients who were not eating. Mebrak, who works in Iris Ward, Blossom Court at St Ann's Hospital, said she was "overwhelmed" to win the top prize and hoped it would shine a spotlight on the efforts of all staff working in mental health wards.

Many patients and their families have singled out Mebrak for her acts of compassion, which included spending her own money to buy them books or soft toys.

Steve Cook, Managing Director of Specialist Services said: "We are all really proud of Mebrak and delighted to see a mental health nurse recognised with this prestigious award!"

## Social Football kicks off



Pictured right is You vs You coach, Ahmed Mohammed

There is a new wellbeing project in Haringey helping to get service users engaged in healthy outdoor activity – Social Football. Run by You vs You in partnership with Mind, Bridge Renewal and BEH, the sessions will initially be for our service users. In time they will open to self-referral. The Wednesday afternoon kickabouts are in mixed gender groups so all can take part.

# Launch of joint Equality, Diversity and Inclusion Strategy: Creating a just, fair and inclusive culture



**We are pleased to launch our first joint Equality, Diversity and inclusion (EDI) strategy with Camden and Islington NHS Foundation Trust. The Strategy helps to address inequalities, spread good practice and improve the outcomes for patients, carers and staff across our organisations and local communities.**

Jackie Smith, Chair and Jinjer Kandola MBE, Chief Executive of both Trusts said: "We want to create and sustain a fair and just environment where all our staff are supported to make their best contribution, and have their experience, concerns and ideas heard. We want all of our patients to have equal and timely access to care that continues to be tailored to their needs, building on our role as an "anchor" organisation in the

local economy to bring tangible benefits to the communities we serve."

We have developed detailed action plans for each Trust in partnership with our staff networks and service user groups. These action plans for each Trust focusing on five main areas:

- Improve service user access and experience
- Better health outcomes
- Representative and supported workforce
- Inclusive leadership
- Culture change and mainstreaming EDI.

Our action plans will be refreshed annually, and delivery will be supported by the Executive Teams, with regular updates through the Trust's governance structure.

Progress will also be measured through national benchmarking, and regular engagement with staff, service users and communities.

## Introducing our new Non-Executive Board members

We are delighted to welcome four new members to the Trust Board: Dr Farah Jameel and Claud Williams join us as new Non Executive Directors (NEDs), and Sheetal Balani and Dr Ivan Beckley join us as Associate NEDs.

Jackie Smith, Trust Chair (pictured) said: "Our new NEDs and Associate NEDs add to the diversity and richness of the Board, which is something we explicitly sought. They bring a broad range of experience and backgrounds to the Board, which will help us significantly in creating the just and inclusive culture we are committed to. The two new Associate NEDs are new to NHS Trust Boards and we will support them as they develop their understanding of NHS issues."



## New Hawthorn Restaurant opens on St Ann's Hospital Site

The new Hawthorn Restaurant is open from Monday to Friday, 8am to 2pm.

## The story behind our COVID-19 vaccination programme

Behind the scenes, our Pharmacy team is a vital element in getting supplies of the vaccine out to our clinics safely and quickly

**When the new COVID-19 vaccines were first developed, our teams quickly set up clinics and learnt how to handle them and to give vaccinations to our patients, both on wards and in the community, and to our staff. A hidden element of this success story has been our dedicated Pharmacy team who make sure the vaccines are handled safely and distributed when and where they are needed.**

When the new COVID-19 vaccines were first developed, our teams quickly set up clinics and learnt how to handle them and to give vaccinations to our patients, both on wards and in the community, and to our staff. A hidden element of this success story has been our dedicated Pharmacy team who make sure the vaccines are handled safely and distributed when and where they are needed.

Katherine Delargy, BEH Chief Pharmacist explains: "Before we could get our first delivery of the AstraZeneca vaccine back in December 2020, we had to

demonstrate that we had very strict quality assurance processes in place. We got our fridges lined up ready to store the vaccine and systems set up to supply it to our hospital clinics and to our Enfield Community Services teams who were initially vaccinating housebound patients.

"It felt really ground-breaking because for the first time since the pandemic began, we were able to offer hope to people that we could protect them and that normality would eventually return."

In September 2021 we switched to supplying the Pfizer vaccine when that became more widely

available and we also started supplying stocks to our school immunisation teams when adolescents became eligible for the vaccine. Next, we will be vaccinating 5-11 year olds.

Katherine explains that the Pfizer vaccine presented new challenges: "It arrives in Pharmacy frozen at -80°C, and so we had to learn how to thaw it safely and how to handle dry ice which none of us had done before, to avoid the risk of ice burns. It also has to be stored upright, protected from light, and mustn't be shaken around so we have to be very careful about how it's transported.



Katherine Delargy, Chief Pharmacist gets her COVID-19 booster dose.

"The vaccines are a precious resource so, while we wanted to get as many people vaccinated as quickly as possible, we also made sure we had all the safety protocols in place. Once it's thawed, we dilute the vaccine and we then only have six hours to use it, so we do everything possible to avoid wasting any."

Our Pharmacy team worked very closely with other NHS organisations across North Central London to share supplies whenever any one organisation was running low, and our Pharmacy staff even volunteered to drive to collect and deliver supplies when needed.

Mushtaq Hassan, Senior Clinical Pharmacist says: "I supported Trust colleagues to provide COVID-19 and flu vaccinations for our inpatients. I was studying for my Pharmacy qualifications at the same time, so it was a really intense period. I'm really pleased that I was able to step up and to help answer any questions or concerns people had."

Kwame Peparah, Deputy Chief Pharmacist comments: "During the pandemic, I've mainly focused on making sure we continue to deliver our usual pharmacy services. This has been challenging at times with staff off sick or isolating due to COVID-19, but when I've visited the wards across the Trust, I've been impressed with how well the team has continued to provide safe and effective services."

Katherine adds: "Our staff have been amazing, they have been so willing and eager to do everything they can to help the vaccination programme. Some of us have lost family members, friends and colleagues to COVID-19 which spurs us on. It's likely we will need to keep delivering vaccinations and booster doses for the foreseeable future and I know the Pharmacy team will be up for the challenge 100%."

## Mohammad kickstarts his career with BEH

**BEH is taking part in the government's Kickstart programme to help get young people into employment.**

The scheme gives youngsters six-month placements with organisations that will help them develop their confidence and skills such as communications and teamwork.

Mentors also help with CV preparation so those taking part in Kickstart can compete for long term jobs.

One of the five young people currently taking part is Mohammad Talukdhar. We ask him to tell us about his experience and what his hopes are for the future.

"I've been working with one of the divisional administrative teams in BEH since the end of February. My experience with the team has been nothing short of delightful. The staff have been very welcoming and given me insight into how the NHS works.

I have learned a great deal about the NHS, from aspects of the clinical side to the admin part of the organisation. As I am only 18, I had very little experience of how a large organisation works. However, after just three weeks here I have learned a lot. This is due to the kindness and hospitality of all the staff I have met during my time here.

I was employed under the Kickstart scheme which allows younger people to get a taste of how it feels to work in a professional environment. The NHS is a perfect example of a professional environment, especially considering the wide array of jobs, projects, and opportunities available. All of these have been presented to me over the past weeks. This has been insightful and an eye-opening

experience for me, giving me the chance to learn, develop and understand the responsibilities of an individual and how it affects the rest of the team and the services they deliver. Furthermore, I have built my confidence and gained skills when it comes to working with others in a busy workplace.

At the end of my six months I wish to continue working with BEH or do something in a similar field. I feel very fortunate that my work coach referred me to get my placement with the Trust as it has been a very insightful and beneficial experience.

**"I feel very fortunate that my work coach referred me to get my placement with the Trust as it has been a very insightful beneficial experience."**

In conclusion, my short yet enjoyable time with the NHS has taught me a lot of valuable skills and given me a good grasp of how to work in a large, professional organisation. I look forward to the rest of my time here with BEH."





**Femi Gbadosi, now a Peer Support Work Coordinator at Chase Farm Hospital, looks back at the time he spent as a patient in the same hospital**

# Look how far I've come

**After doing well at school, Femi went to university to study Business Administration with Accounting and Finance but failed his first year exams and had to retake.**

The worry of failing stayed with Femi and became more extreme when he was writing his dissertation. His acute anxiety was exacerbated by fears that he would end up in prison when the police started investigating a fight he and some friends were involved in at a nightclub at his University.

The situation escalated, as Femi explains: "I became very unwell due to stress and over-thinking when I was writing my university dissertation and I started to feel hypervigilant and I was seeing conspiracies everywhere. It was a very scary and confusing time.

"I took a year out of university but became more and more unwell with the court case hanging over me. I had delusions and I was out of touch with reality. My family were really concerned for my own safety as I was acting strangely, and I wasn't eating or sleeping.

“My mother called the police for help but in my paranoid state I thought it was MI5 coming to get me, so I lashed out and attacked a police officer. I feel really bad looking back because I would never intentionally hurt anyone, but I didn’t know what was happening and I thought my mum had betrayed me.”

Femi was charged with GBH and affray. Instead of facing a potential prison sentence he was detained under the Mental Health Act and placed in a forensic unit - a secure unit for people with serious mental illnesses who are involved in the criminal justice system. He spent the next 20 months as a patient in the North London Forensic Services at Chase Farm Hospital in Enfield which are run by BEH.

“I was diagnosed with paranoid schizophrenia triggered by acute stress and held under a very restrictive hospital order which meant that any recommendations about my care had to be approved by the Ministry of Justice,” he adds.

“So it took a really long time before I could go out of the hospital. At first, I was only allowed to walk round the grounds, then I could go on escorted leave accompanied by a member of staff. Eventually, I could go on unescorted leave, but only for very short periods of time to start with.

“When I first arrived at Chase Farm, I was really frightened that the medications I was being asked to take would harm me but as I worked with my psychologist, I started to become more trusting and I gained more insight. I took part in different therapeutic activities in the hospital – the gym, football, cookery classes, anything to distract myself. I was really lucky that my family lived nearby, so I had visits nearly every day which helped a lot.”

As Femi started to feel better, he spent a lot of time talking to other patients on his ward and offering them advice. BEH staff noticed

that Femi was able to engage very effectively with other service users and to offer a helpful perspective. They encouraged him to become an Expert by Experience and Femi got involved in co-producing workshops, giving presentations and sitting on interview panels.

Femi says: “Dr Mehdi Veisi was my consultant for a few months in Chase Farm so it was great that later I was a member of the interview panel when he became Medical Director for the Trust.”

Although Femi Passed his degree with a 2:1 he wasn’t able to attend the University graduation ceremony with his year group because he did not have leave at the time. Instead he got permission to go on escorted leave to the graduation ceremony of the year below, which was a proud moment. He then studied whilst on the ward for his chartered accountancy exams and sat them accompanied by a nurse. He then started volunteering at a friend’s accountancy firm.

**“I had to go in front of a panel and to talk about the progress I had made, and it went really well,” he says. “It was very straightforward because they said I had been a model patient.”**

With the support of his clinical team, Femi started to reduce his medication and to plan his discharge from hospital.

“I had to go in front of a panel and to talk about the progress I had made, and it went really well,” he says. “It was very straightforward because they said I had been a model patient.”

Femi was discharged in March 2017 into the care of his local BEH community mental health team but still had to keep to restrictions such as living with his family. He started working for BEH as a Peer Support

Worker and in 2020 was promoted to Peer Support Work Coordinator, helping to run therapeutic activities and to encourage and advocate for patients.

**“I’m really enjoying helping out Trust grow our peer work approach. I feel very positive about the future.”**

He adds: “I’m back in Chase Farm Hospital but as a member of staff now and some of the service users who were there when I was a patient are still there. They are always happy to talk to me as they know I share some of their lived experiences of mental illness as well as some of their experiences as an inpatient in hospital. I think it gives them hope that they can recover too when they see how far I’ve come.

“I’m really enjoying helping the Trust grow our peer worker approach. I feel very positive about the future and one day I want to have my own home and family. I’m thinking about doing a Master’s degree in mental health recovery and I’ve just started a new challenge. I’m writing a book about my own recovery journey as I want to share my story.”





# How we are transforming community mental health care

Our Community Mental Health Transformation programme is marking its first year. This is a time to celebrate the amazing progress made to far, while taking stock and planning for the next phase.

The programme is creating hundreds of new roles and changing the way we deliver care to make sure that people with mental health conditions receive help to resolve related issues such as problems with benefits, physical health and accommodation. Another key feature is that people are seen in their communities and given help to access local organisations and support networks.

We want to identify mental health conditions earlier so that people can be treated sooner, reducing the chance that their condition becomes so acute they require hospital care.

The three-year, £25m transformation programme across Barnet, Camden, Enfield, Haringey and Islington, began in the summer of 2021 and much of the early work involved building strong foundations for services. Almost 100 staff have been recruited across BEH as part of the programme, with recruitment continuing in the next phase.

Among those recruited are new community outreach specialists, occupational therapists, peer coaches, psychologists, psychiatrists, specialist nurses, as well as other new innovative roles. This means we will be able to help thousands more people across North Central London.

[Here our clinical leads have provided updates on developments in each borough.](#)

## Barnet update from Clinical Project Lead Angela Sobers

We are really pleased that mental health specialists have now started working within GP practices in Barnet, providing holistic care close to where people live, with a focus on preventing people from developing mental health conditions, and early intervention to help them recover.

These Advanced Clinical Practitioners (ACPs) and Mental Health Practitioners (MHPs) play a vital role in providing support, advice, knowledge and clinical time with GPs and patients in a primary care setting. I want to congratulate everyone in these new roles for the pioneering work they are doing. They are forging a new path and working hard to establish new working patterns, offering high quality care and support.

The transformation team in Barnet is holding regular meetings with each Barnet Primary Care Network to embed these new roles in primary care and we are in the process of writing a Standard Operating Procedure for them.

We are also recruiting 14 new Voluntary Care Sector (VCS) staff. Eleven are now in post, with three more still to join. These new members of staff are working in our Core Community Teams, helping to expand what we can offer to the community – enriching the multidisciplinary team by bringing new skills and specialist knowledge. Colleagues will support clients who are isolated and help them to connect with their communities. They will also support the “stepping down” of clients when they require less intensive support and act as a bridge between secondary and primary care.

Recruitment will continue in Year 2, including Occupational Therapists, VCS staff, peer workers and therapists to support our core and intensive teams.



Clinical Project Lead Angela Sobers

Here are some other projects we are working on.

- A new way to plan care: We are aiming to roll out the care planning tool DIALOG+ to the Barnet North Core Community Team during spring and then to the other community teams shortly after that.
- This is an exciting time, as it will be the start of our transition from the old Care Planning Approach (CPA), towards a new person-centred and holistic way of delivering care and support to people using our services.
- New pathways to step up and step-down care: Sally Hurcombe, our Practice Development Lead in Barnet is working with our assistant psychology staff and with staff in these new roles – VCS, ACP and MHPs – to develop our ‘step-up’ and ‘step-down’ care pathways for people whose support needs change. We are co-producing these pathways with stakeholders and service users, finding out what works for them and best meets their needs.

## Enfield update from Clinical Project Lead Sade Olutola

Since May 2021, I have been leading the development and implementation of transformation and service improvement practices in the division’s North and South community mental health teams, Early Intervention Services (EIS) and Community Rehabilitation team (CRT) in Enfield.

I am very excited to be part of the project team responsible for designing and shaping a new model that is transforming our community mental health services with multi-disciplinary teams of experts working within the primary care networks and community services offering holistic care to our service users and the wider community.

We are still in the early stages of this transformation programme in Enfield but so far, we have aligned the primary care networks with the two community core teams, allocated each case to a health care practitioner (HCP), and continued to transfer cases so that people can be seen closer to their community.

Together with the local authority, and other partners including community voluntary services and the service users’ group, we have produced a new model and structure for services to ensure easy access to mental health care and agreed new procedures and standards to benefit everyone who uses our services.

We expect more people to use our services and, in preparation for this, we have recruited additional staff and we are developing closer relationships with voluntary community services.

Ten of the new recruits in Enfield are staff from the mental health charity MIND, who have been integrated into the core community mental health team.

In line with the rest of the Trust, we are introducing the new care planning tool DIALOG+, which helps service users identify areas of their life that they would like to improve, and enables us to focus the help and care we give to best meet their needs.

We are also putting more focus on helping to reach those who currently face obstacles accessing mental health support.

I am confident that these new, innovative and exciting changes will improve care and services for our services users and the wider community. The aim is to support the whole person as they live with, or recover from, mental illness and to offer them help to resolve other challenges they may face such as debt, housing, education, training or relationship problems.



Clinical Project Lead Sade Olutola

### Haringey update from Clinical Project Lead John Londy

This has been an exciting opportunity for us to help innovate and transform community mental health services in Haringey, and tailor them to the needs of the local community.

We have made great progress in the past months, building the foundations of the new services and adapting to a new way of working.

The Standard Operating Procedure (SOP) for the new Core Community Mental Health Teams has been drawn up and shared with staff, service users and other stakeholders for feedback. This document will evolve as we engage with service users, and it will change to reflect practice and to help new staff and organisations understand how the core teams work and how they interface with other services such as GPs and specialist pathways.

The new Primary Care Network based Mental Health Practitioners Team is up and running and piloting the care planning tool, DIALOG+. This new assessment and treatment approach will be introduced across the Trust and our feedback will inform that wider roll-out.

We are setting up and putting into operation the new Core Community Mental Health Teams aligned to GP Primary Care Networks; this includes the Intensive Complex Emotional Needs Service, and the specialist pathways of Personality Disorder, Post Traumatic Stress Disorders, and Mood and Personality disorders.



Clinical Project Lead John Londy

Voluntary community sector workers have been recruited by our partner Hestia, and some have already started working with clients within the pioneering East Core Community MH Team and the Personality Disorder Pathway.

I am pleased to be part of this programme which will be of great benefit to service users and the wider community. I am looking forward to seeing how services develop in the months ahead.

**“We are putting more focus on helping to reach those who currently face obstacles accessing mental health support.”**

Spring's warmer weather and increased daylight hours make it one of the best seasons of the year! While enjoying longer days of sunlight is seen as a positive, did you know there is increasing evidence particularly in light of the pandemic that connecting with nature and green spaces is beneficial for mental health and overall wellbeing?

## CONNECTING WITH NATURE SESSIONS AND THE IMPACT IT HAS ON MENTAL HEALTH

**Connect with Nature is a new initiative organised jointly by StAGs (Friends at St Ann's Green Spaces) and staff at St Ann's – a partnership which was born in May 2021 as a result of activities which marked national Mental Health Awareness Week, and its theme 'Connecting with Nature'.**

The idea behind this initiative was to run weekly drop-in sessions aimed at individuals with mental or physical difficulties in the local community of Haringey and service users from St Ann's hospital with the hope that participants might be able to make a stronger connection with nature to help them combat social isolation caused by poor health, unemployment, social and mental health difficulties. The sessions were facilitated by the amazing nature educator Liz Ixer. StAGS also raised funds for the weekly drop-ins through Haringey Council's 'People Need Parks' scheme.

Participants were encouraged, with Liz's guidance, to join

afternoon activities according to their own level of comfort such as nature walks, planting bulbs and sharing memories associated with different trees and plants and, of course, making new discoveries!

Sessions were well attended and saw a mix of local community participants, service users, members of local health support organisations, and even BEH staff! The sessions also proved to be a good opportunity to meet and speak to new people. This was particularly true as each walk ended with a hot cup of tea and chat around the 'nature table' – a display of all the things collected during the session inside Mayfield House on the St Ann's site.

Camilla Cox Occupational Therapy Lead for Haringey at BEH said: "It's really valuable working with grassroots organisations like StAGs who are invested in maintaining, enhancing and celebrating the rich ecology of the St Ann's site and the development of the land by local residents and service users, staff and visitors at BEH.

"The nature connection sessions were beautifully run, very encouraging and fun! Slowing down and really noticing what is happening in our natural world, under a log or in the grass, and finding things to eat is a magical process.

"I am extremely grateful for StAGS approaching us at BEH and working with us to offer these sessions."

StAGS and St Ann's are planning to hold sessions throughout spring and hope they will continue on an ongoing basis.

We hope to see you at one of our sessions very soon! But for now, enjoy spring, try and get out in nature as much as you can! It will do wonders for your overall wellbeing!

### FIND OUT MORE

Find out more about the work of StAGS by visiting their Facebook or Twitter pages.

## STAFF AWARDS

Many congratulations to all the winners and finalists who were recognised for their achievements and commitments during our virtual Celebrating Excellence Awards 2021.

# CELEBRATING EXCELLENCE

We received over 350 nominations for all the categories, reflecting how many stars we have across Team BEH.

Our judging panel – which included Non Executive Directors, Divisional Engagement Champions, members of the Senior Leadership Team, People Services, Quality Improvement and Equality Diversity and Inclusion, Staff Network Chairs and union representatives – had a tough job to choose the finalists. However, after careful deliberation, the winners were chosen and announced online in a celebratory event which you can watch on our YouTube channel. Here we list our fantastic winners, and a brief summary of the heart-warming nominations.

### Sally Hubbard – Compassion Award

This year, Sally has excelled beyond her normal amazing self, enabling patients to understand their potential and achieve more than expected. Sally supported her team when it was really stretched and under significant demands. She is a role model and a key change agent for any project improving patient care. Sally carried on supporting her patients and her team even when her husband was in intensive care and subsequently, very sadly, passed away.

**Finalists: Daniel Baffour and Mohamed Bachooa.**

### Natalie Shearer – Respect Award

Natalie puts respect for all at the heart of everything she does. She has done exceptional work over the past year, supporting some marginalised and vulnerable young people. Natalie's service works with young people who present with mental health needs within the criminal justice system and are often mistrustful of professionals. Natalie was described as having a deeply respectful, sensitive and kind approach. The mother of one service user said: "Natalie provided support when my son was in crisis. She helped us to realise our own strengths and I will always be grateful for that."

**Finalists: Eugenia Tackie and Wendy Giovanelli.**

### Emilie Camalapen – Being Positive Award

Emilie was described as bringing dynamism and motivation to her team, having a bright outlook on life and in her work. She is supportive, not only of her immediate team but of all staff and will willingly take the lead on projects to improve teamwork and to tackle challenges. Emilie goes beyond her traditional role and always steps up to advocate for her patients. She leads by example and from the front and is kind and encouraging to junior staff.

**Finalists: Emily Burch and Keith Foster.**



Sally Hubbard



Daniel Baffour

### Phil Jackson – Working Together Award

Nominated for having a deep-rooted belief in the potential of every person, Phil's enthusiasm and non-hierarchical approach means that he is a natural collaborator. He has created a range of spaces for people to work together, train together, learn together and reflect together. Most significantly, he embodies a commitment to working with patients in partnership and co-production and has made sure that the patient voice has stayed central to the service, despite the challenges of the pandemic. When a ward or team are struggling due to patient acuity or staff illness, he steps in to support them. He will always roll up his sleeves and muck in wherever needed.

**Finalists: Richmond Opoku and Esther Jalonen.**

### Marcia Graham Fadiora – Newcomer of the Year Award

Marcia has made an enormous impact on her team since joining BEH. She has transformed them into a high performing group, by leading a data cleansing and reorganisation drive. Her leadership style is driven by appreciation of others and encouraging teamwork. She nurtures professionalism and career development in the team, which has flourished since her arrival. She is not afraid to challenge unacceptable behaviour and practices. During the COVID-19 pandemic, Marcia really looked out for the welfare of others,



Magnolia Ward



Moselle House



Phil Jackson



Marcia Graham-Fadiora

making sure everyone was well informed and staying safe, and supporting colleagues who were initially unsure about getting their vaccinations.

**Finalists: Sarah Keane and Shola Vernon.**

**Daniel Baffour – Hidden Gem Award**

Daniel has been a positive male role model for female patients, many of whom do not have any such figure in their lives. He has an ability to engage with patients when they are extremely agitated and to de-escalate situations in a way that is reassuring, caring and compassionate. This is reassuring for the patients and inspires confidence and a feeling of safety in other staff. Although he is quiet in his approach, his colleagues believed recognition of his work had been long overdue.

**Finalists: Mehmet Fuat and Austin Kekeocha.**

**Moselle House Team – Excellence for Service Users Award**

This is a multi-disciplinary team that works with a complex and vulnerable group of service users. During the second wave of COVID-19, this team was an outbreak ward with high numbers of patients and staff testing positive. They developed accessible information to support patients' understanding about what was happening, created in-room activity packs for each person adapted to their ability and offered therapeutic input wherever possible. The success of their approach was evidenced by the ward achieving a 100% COVID-19 vaccination rate. They have a

culture of promoting independence for the patients and supporting them to integrate and move into the community. Their discharge rate, despite the challenges of the pandemic, was high due to their patient-centred approach. They have also reduced antipsychotic medication by developing a strong culture of positive behaviour support. This has seen a reduction in violence and aggression and high patient satisfaction.

**Finalists: Mint Ward Learning Disability team and Enfield Early Intervention in Psychosis Team.**

**Cardamom Ward Nursing Team, Specialist Services – Empowerment for Staff Award**

This team embody what it is to be a nurse and to commit to a career in nursing. They tragically lost their Ward Manager to COVID-19 and, despite their grief, did not falter in their commitment to each other and to their patients. That Ward Manager was Tonderai Dzingai, known as 'Papa', and he was the heart and soul of the ward. The team were devastated to lose their dear Papa, but they supported each other and the two deputy ward managers stepped up to take on the leadership role.

**Finalists: Specialist Services Nursing Breakfast Club and Derwent Ward, Specialist Services.**



Dr Khalid Aziz



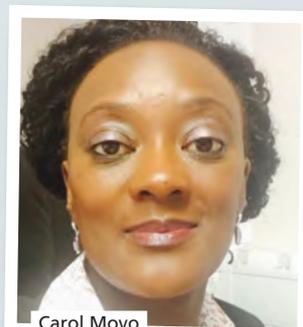
Emilie Camalapen



Early Years Speech and Language Therapy Team



Natalie Shearer



Carol Moyo



Cardamom Ward

## STAFF AWARDS

### Enfield Early Years Speech and Language Team – Innovation in Services Award

This winning team was recognised for their innovative approach with children on the autistic spectrum, including joint diagnostic sessions with psychologists and paediatricians, new behavioural and feeding workshops. They have also developed a new programme to support families with children under two with suspected autism. Their innovative approach has resulted in improved outcomes for children and increased satisfaction for parents and carers.

**Finalists: Acute Care Psychology Team in Barnet and the Haringey Early Intervention Service.**

### Magnolia and Cape Town Wards Nursing and Therapies Teams / Bone Health Team / Moorfields Eye Hospital – Partnerships with Others Award

Our judges wanted to recognise the amazing partnership work our staff in Enfield Community Services carried out last winter in supporting our local acute hospitals, particularly the North Middlesex University Hospital, and other partners through managing Magnolia Ward and Cape Town Ward as COVID-19 step-down facilities.

The judging panel wanted to recognise the Magnolia and Cape Town Wards Nursing and Therapies Teams and the ECS Bone Health Team who were seconded to work with their colleagues on Magnolia and Cape Town Wards during this really challenging period. Also being recognised were colleagues from Moorfields Eye Hospital who were seconded to BEH last winter to work on Magnolia and Cape Town Wards, to support our staff in helping local people recover from serious COVID illnesses.

### Beacon Centre – Team of the Year

These staff at our child and adolescent mental health residential centre showed tremendous commitment to teamwork in delivering excellence for service users through patient safety improvements and a whole service transformation. They achieved a Care Quality Commission 'Good' rating, up from 'Needs Improvement', in just six months which is phenomenal!

Having a clear team philosophy for how the unit sees challenging behaviour, particularly self-harm, has empowered them to intervene positively and minimise the frequency together. This required significant commitment by a diverse staffing team to implement new practices and protocols. This team has also focussed on supporting staff wellbeing, especially when there were spikes of challenging patient behaviour which can affect individual staff members.

**Finalists: Gateway Team in Haringey and the Mint Ward Learning Disability Team.**

### Beacon Centre – Quality Improvement Project of the Year

The centre had one of the highest rates of self-harm in the Trust but through a Quality Improvement approach they achieved a dramatic decrease in self-harm, and they have shown that this change is sustainable. They achieved this through working in the least restrictive way possible and adopting a collaborative way of working with the young people in their care to help keep them safe.

**Finalists: Specialist Services for improving the quality of supervision in the Division and the Psychiatric Team based at North Mid Hospital for improving patient safety and experience.**

### Access and Flow team – Chief Executive's Award

This team led by Dr Khalid Aziz and Carol Moyo, was chosen by our CEO because of the tremendous contribution they made in helping BEH manage the pressures on our beds throughout the year, and particularly during the height of the pandemic.

### Service User and Carer Nominated Awards

The awards event acknowledged the extensive list of individuals and teams nominated by our service users and carers. These new awards are perhaps the most important recognition of all as supporting our service users and carers, and enabling our service users to recover and achieve what they want to achieve is at the heart of everything we do.

#### Long Service Awards 30 years' service:

**Alan Beaton,  
Dr Suchi Bhandari,  
Lorna Burrows,  
Jo Carroll,  
Jacqueline Clark,  
Mark Cubitt,  
Kaye Efstathiou,  
Eleni Eracli,  
Jillian Lovett,  
Lorraine O'Brien (RIP).**

#### 40 years' service: Rose Minty-Tutton



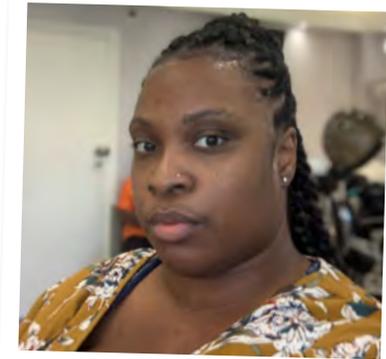
Beacon Centre



Bone Health Team



**Leonie Garrett-Marbell is an administrator for both the Primary Care Dietetics Team and the Specialist Nursing, Bereavement and Play Team in Enfield Community Services. She has a secret talent for baking.**



## My Secret Life Leonie Garrett-Marbell

### Can you tell us about your role at the Trust?

I joined BEH back in 2015 when I did my postgraduate mental health course. It was a joint programme between Middlesex University and BEH, so I spent some time working here as part of my practical study. I then re-joined the Trust in March 2019 as the administrator for two teams – the Primary Care Dietetics team and the Specialist Nursing, Bereavement and Play team. My role involves supporting patients and their caregivers by booking appointments and responding to their queries involving other services as needed.

### What is the favourite part of your job?

Definitely interacting with service users and their carers. It really is the best part of the job. On the play and bereavements side, I've also really enjoyed helping out at the bereavement day events run by Little Sparks Enfield.

### You bake in your spare time. How did you get into it?

I used to bake when I was much younger, just in the kitchen with my mum, great-grandmother and great aunts. Then, when I was older, my first job was in a bakery. I helped out on an ad-hoc basis shaping breads and rolls and doing the prep for the cakes and pastries. I really liked the environment even though I wasn't doing lots of actual baking. Now, I bake as a hobby, mainly making cupcakes

and decorating them. I just find it very relaxing and calming.

### Who do you tend to bake for? Any lucky BEH colleagues?

A couple! Before COVID-19 hit, I used to bring cupcakes or cake jars for colleagues' birthdays or if someone was leaving. I also bake a lot for family and friends. I was very busy doing lockdown taking requests for socially distanced celebrations! One of my favourite parts is getting feedback from people on new flavour combinations as I like experimenting. As I'm vegan, I don't actually get to taste the non-vegan cakes that I make for other people so it's really important for me to get feedback on what flavours work well.

### What's the most unusual cake request you've had?

I get a lot of requests and commissions from family and friends, usually for birthdays, christenings and other celebrations. Two requests I particularly remember were being asked to make unicorn cupcakes for a birthday and also to create cupcakes the same shade of pink as a birthday invitation. Both requests were a bit daunting, the colour matching in particular was quite tricky! Fortunately, they both turned out well in the end and I got some good feedback.

### What is next for you with baking?

I'm thinking about turning it into a business. At the moment,

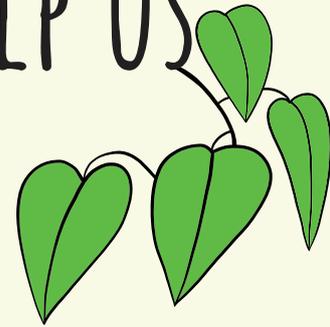
I mainly bake for people I know and they're all encouraging me to do more and start taking orders. I have an Instagram page (@lelescupkakey) where I showcase some of my creations, so people could order through there which would be handy. I've taken some baking classes over the years and have my Level 2 food hygiene certificate so this would be a great next step.

I'm also hoping to get more involved in cake and bake shows. My neighbour is exhibiting her cinnamon rolls at the Ideal Home Show this year and is keen for us to collaborate and have a joint cupcake/cinnamon roll offering so that's my next project. Finally, I'm thinking about branching out into chocolate making as I think it would be a great opportunity to do more flavour experimentation. So, lots to keep me busy over the coming months!





# HELPING NATURE TO HELP US



The mental health benefits of spending time in nature have long been recognised. However, it is not easy to connect with natural world when you live and work in the uber-urban environment that makes up most of Barnet, Enfield and Haringey.

**To tackle this, members of the BEH team have set about working with local organisations to 'green up' our sites and make green spaces more accessible for service users, carers, visitors and staff.**

By linking up with volunteers and local charities, staff and service users are expanding the areas of flora and fauna around the Trust's grounds. They have been acquiring and planting young trees, looking after many ancient and rare ones and working to make best use of the green spaces on the hospital sites for people and wildlife.

Camilla, the Occupational Therapy lead for Haringey, says: "I got involved with a local organisation called StAGS (St Ann's Green Spaces) because I wanted to play a part in protecting and developing the precious woodland area here. St Ann's Hospital sits in an otherwise very green-deprived area.

"StAGS raised funds and backing so the SINC (Site of Importance for Nature Conservation), which is the woodland along the railway line at the back of the hospital, could be preserved, managed and developed to be an area accessible for nature connection and therapeutic activity.

"In Haringey we have formed a small, organically growing, grassroots staff group called Greener St Ann's. It's through this working group that we hope to evolve and drive the green agenda.

"We have some beautiful, rare and very old trees and we added to them in February by planting 16 saplings that were donated by the NHS Forests project that helps NHS trusts create green spaces. It was such a fun afternoon with staff and service users from the wards and the local community and members of StAGS taking part. It was a nourishing way to spend time outside and now we can already see the buds on the new trees.

"This was in addition to the work carried out last year, with the help of TCV (The Conservation Volunteers) to clear large areas and create a woodchipped path through the woods.

"The area will slowly develop and, ultimately, we want places where people can sit and enjoy lunch or where we can hold patient sessions that allow us to really connect with nature. It's nice to sit in a green place but if you can immerse yourself and really feel close to it, that has a deeper healing effect."

Mark Cubitt, who is a Matron based at St Michael's Hospital in Enfield, had less of a green canvas to start with. He is collaborating with TCV and The Woodland Trust who have donated hedging plants towards this year's improvements to the green spaces in St Michael's, Bay Tree House and the Sky unit in Chase Farm Hospital.

**"It was a nourishing way to spend time outside and now we can already see the buds on the new trees"**

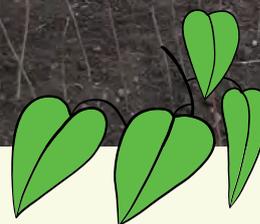
Mark is an enthusiastic conservation volunteer and advocates the physical and mental health benefits of green spaces at work, particularly after witnessing the trauma of the pandemic.

"The need for more green space became apparent after meeting with staff and services users as part of the part of Clinical Fridays agenda to focus on best practice," he explains.

"People were describing the need to escape from the office or ward and look at something more attractive than a wall or bins."



Clockwise: Staff and volunteers get to work at St Ann's. Mark takes delivery of new saplings. Camilla enjoys the grand old oak in the Peace Garden. Louise Thomas and Sarah Lawrence from Chase Farm Hospital are ready to get planting. New saplings ready for spring



Working together with the estates team and the gardeners, we have a plan to improve the neglected spaces and have already put in 170 hedging plants in the area outside the day room of Magnolia Unit. The plan is to plant another 500 or more.

“We aim to introduce a mix of

hedging into the estates, including English Oak, Silver Birch, Aspen, Green Beech, Common Alder, Hornbeam, Rowan, and other fruiting hedging plants. We hope that when the hedges are established, they will transform the area and offer an improved space for us and wildlife.”

**Camilla and Mark would like to thank the Centre for Sustainable Healthcare and NHS Forests, the Wildlife Trust, the Woodland Trust, Trees for Cities, the Queen's Canopy, StAGS and TCV for their kind and ongoing support to help enhance our green spaces.**



# Toks Odutayo

**CAMHS Practitioner and  
Clinical Specialist Occupational Therapist**

## **WHEN DID YOU JOIN THE TRUST?**

I started in September 2019.

## **WHAT DOES YOUR TEAM DO?**

I am currently working in Haringey CAMHS (Child and Adolescent Mental Health Service) and work across two teams within our service. One of the teams is the Adolescent Outreach Team (AOT), which is a multi-disciplinary, community-based, outreach service working with young people from 12 years old up to 18 years, where there are marked concerns about their mental health.

We are a responsive team that offers intensive treatment to children and young people who are experiencing acute and severe mental health and emotional wellbeing needs and present at an increased risk to themselves and others. We also engage with children and young people who are transitioning to and from CAMHS inpatient units.

As a team, we seek to adopt creative approaches in engaging children and young people in treatment plans that support them, their families and their networks during a period of crisis and high need.

The other team I work in is our CAMHS-YOS (Youth Offending Service) team. As part of this team, I am seconded into our local YOS to provide the mental health offer to the service. This includes direct assessment and intervention to

children and young people who are known to the criminal justice system, and also providing training and consultation to colleagues within the YOS.

## **WHAT INSPIRED YOU TO WORK IN HEALTHCARE?**

From a young age, I had always been keen to work in a sector that helped people. My lived experience consisted of observing how siblings and family members were so cared for individually, but also how the whole family was considered and also cared for.

I really enjoy working with people, hearing their stories and working together with them in navigating challenges, particularly those related to their mental health, that cause disruption to their life journeys. I enjoy working with children and young people and, also, working with this age group opens up opportunities to extend support to and upskill their wider systems. This includes their families, education services and other health professionals.

## **WHAT DOES A TYPICAL DAY LOOK LIKE FOR YOU?**

Busy, very busy! No two days are ever really the same. In the AOT, as our team covers some crisis-type functions, I find that some days are dictated by urgent requests that come in. As someone who likes to plan ahead, this can be challenging but really keeps me on my toes.

Broadly, my day consists of a balance between clinic appointments, community outreach appointments, liaison with parents, families and professional networks, team meetings, network meetings with external agencies, delivering groups, report writing, and providing advice and consultation.

The most exciting part of my day is the outreach element. As an occupational therapist, I enjoy interactive and engaging sessions. I get to do this most when I am out doing things with young people and bringing in activities and things they enjoy to the sessions. For example, with the adolescents in the YOS, I may join their reparation activity (Community Payback), which could include gardening or painting and decorating. With the young people from the AOT, I may do a home visit and we might bake something together. I find that doing an activity means the children and young people are better able to engage with the therapy as we're building a rapport and communicating through the activity.

## **WHAT IS THE BEST THING ABOUT YOUR JOB?**

The best part of my job is the direct contact with my clients through assessment and intervention. It's offering my clients the opportunity of a safe space to share what is happening for them, and exploring how their strengths, interests and



networks could support them in keeping them safe, managing their needs and enabling them to thrive as they work towards their goals.

#### **WHAT DO YOU DO IN YOUR FREE TIME?**

I quite like to be outside, doing different walking and hiking trails, preferably outside of London. I also like spending time with my family and friends, travelling, relaxing at home and cooking.

During the pandemic, I got into volunteering at a local food bank. I especially enjoy this because I have been thinking about how to be more active in my free time, and it's quite a physically demanding role. There's lots of bending, lifting and carrying involved – it's become a real workout!

#### **WHAT WOULD YOU BE DOING IF YOU DIDN'T WORK AT BEH?**

I worked in higher education previously so I could see myself doing that again.

I'm also passionate about the development of the role of occupational therapy in diverse areas of practice and settings, such as justice-based settings and with minority groups. So I could possibly see myself in research, again perhaps in a higher education setting, ensuring the continued development of evidence to support such practice.

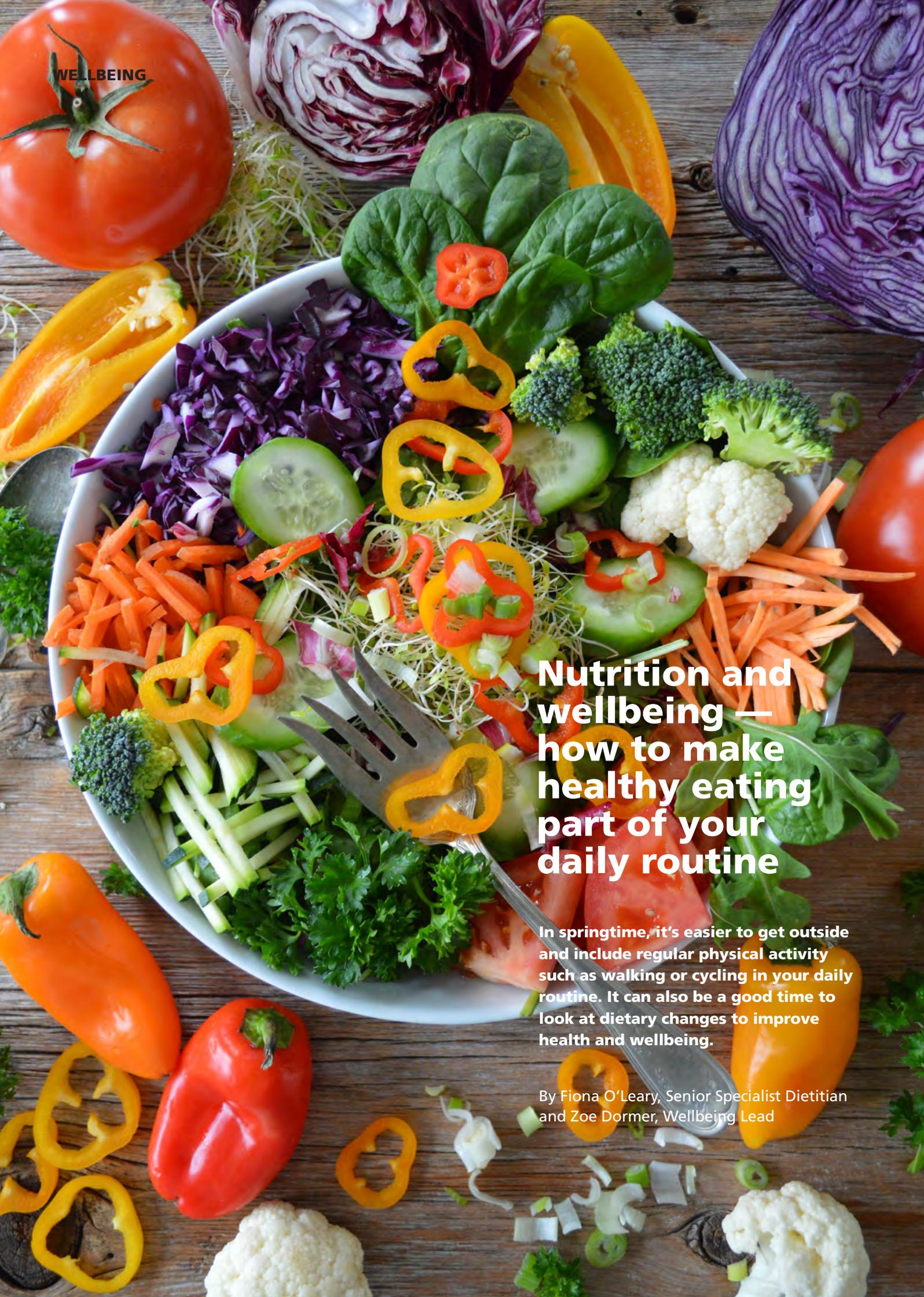


# 24/7 mental health crisis telephone service

## 0800 151 0023

**24 HOURS A DAY  
7 DAYS A WEEK  
365 DAYS A YEAR**

People experiencing a mental health crisis can call this number to get help or advice from our trained mental health advisors and clinicians. Relatives and carers can also call this number to get support and advice, and GPs and other professionals can use it to make urgent referrals.



## Nutrition and wellbeing — how to make healthy eating part of your daily routine

In springtime, it's easier to get outside and include regular physical activity such as walking or cycling in your daily routine. It can also be a good time to look at dietary changes to improve health and wellbeing.

By Fiona O'Leary, Senior Specialist Dietitian and Zoe Dormer, Wellbeing Lead

Healthy eating doesn't have to be difficult or expensive. Eating a balanced diet ensures that our bodies get enough nutrients for good health. Small changes to what we eat can bring long lasting benefits to our physical and mental wellbeing.

To maintain good health, we need to eat foods from the four main food groups: carbohydrates, proteins, fruit and vegetables, and dairy (and alternatives). The Eatwell Guide from the NHS explains how to have a healthy and balanced diet.

## Base your meals around starchy carbohydrate foods

Carbohydrates provide energy and examples include bread, potatoes, yam, plantain, pasta and rice. Try to choose wholemeal varieties such as whole-wheat pasta or jacket potatoes, or white bread with added fibre.

Starchy carbohydrate foods are also full of other nutrients such as fibre and B vitamins.

## Eat lots of fruit and vegetables

These provide vitamins, minerals and dietary fibre.

- Fresh, frozen and tinned varieties all count. Aim for five portions per day
- Fruit juice and smoothies can be high in sugars, so keep to a small glass
- Eat a rainbow – different coloured fruits and veg are high in different nutrients. For example, dark green vegetables are high in iron.
- Try out new fruits or vegetables – you may find some new favourites!
- Cut down on saturated fats and sugar
- Protein foods such as lean meats, fish, beans and pulses contain vitamins and minerals, and beans and lentils are very good sources of dietary fibre

- Try to avoid processed meat products that may be high in fat
- Cut off visible fat from meat or choose reduced-fat mince or substitute some meat with lentils
- Aim to include beans and pulses regularly in your diet
- If you eat fish, aim to include it at least twice a week, including one portion of oily fish like mackerel
- Choose unsaturated fats for heart health such as vegetable oils and spreads, oily fish and avocado. Start by measuring how much oil you use in cooking, then gradually reduce the amount

## Milk, dairy and alternative foods, such as cheese, yoghurt and plant-based milks provide calcium, vitamin D and protein

- Choose low fat alternatives such as skimmed or 1% fat milk
- Check labels of plant-based milk and other products to compare nutritional content
- Aim to drink at least 6-8 glasses of non-caffeinated fluids daily
- Make water more interesting by adding slices of fruit or low sugar squash
- Fill a bottle before you leave home, so you always have water on the go

- Try to avoid sugary and fizzy drinks that contain empty calories and cause tooth decay

## Reduce your salt intake – aim for 6g per day

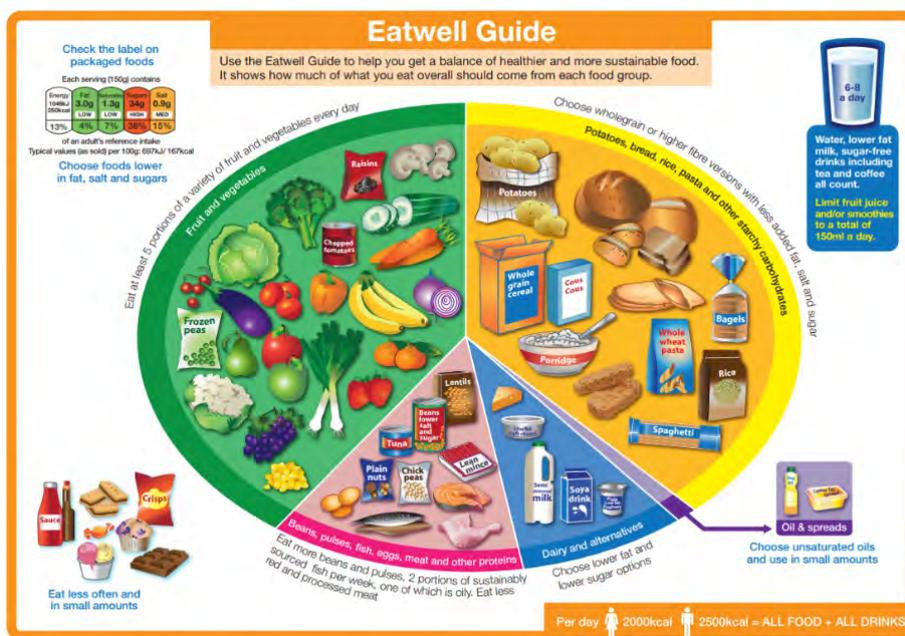
- Add salt in cooking or at the table, but not both!
- Experiment with other flavourings such as herbs, lemon juice, pepper and chilli
- Keep salty snacks such as crisps and salted nuts as a treat

There are lots of free resources available on the NHS website to help you to set goals and make positive changes. This includes a 12-week weight loss plan, hints, tips and ideas to set weight loss goals, make healthier food choices and become more active.

The NHS BMI weight calculator can help you to plan your target. This can be used as a guide for healthy weight ranges for all the family.

Enjoy your food! Experiment with healthy recipes which can be packed full of flavour but don't need to take lots of time to cook.

Over the page are some examples from British Heart Foundation – why not give them a go?



Source: Public Health England in association with the Welsh Government, Food Standards Scotland and the Food Standards Agency in Northern Ireland

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## MUSHROOM AND CAULIFLOWER FRITTATA

Serves 2

Prep time: 15 minutes

Cooking time: 15 minutes

### INGREDIENTS

- 150g (5oz) chestnut mushrooms, sliced
- 115g (4oz) red onion, thinly sliced
- 1 tsp olive oil
- 150g (5oz) cooked cauliflower (or broccoli), chopped into bite-sized pieces
- 2 medium eggs
- 4 tbsp chopped fresh basil, chives or flat-leaved parsley
- 25g (1oz) reduced-fat soft cheese
- 1 tbsp (5g) finely grated Parmesan cheese

### METHOD

1. Put the mushrooms and onion in a small, non-stick frying pan and stir in the olive oil. The mixture will look too much for the pan at first, but the mushrooms and onions will cook down after a few minutes.
2. Fry together over a low heat for a good 10 minutes, or until the onions and mushrooms are soft and golden and there's no excess liquid in the pan. Stir in the chopped cauliflower.
3. In a separate bowl, beat together the eggs, milk, herb and soft cheese and pour into the pan, over the vegetable mixture. Continue to cook over a low heat for a further five minutes, then sprinkle with the Parmesan and pop under a hot grill for 2–3 minutes to brown the top. Serve hot or cold with a fresh salad.

### FIND OUT MORE

[bhf.org.uk/information-support/support/healthy-living/healthy-eating/](https://www.bhf.org.uk/information-support/support/healthy-living/healthy-eating/)



## SOUTHERN CHICKEN WITH GRILLED PEPPER MAYO

Serves 2

Prep time: 15 minutes

Cooking time: 15 minutes

### INGREDIENTS

- 200g (8oz) skinless chicken breast fillets
- 55g (2oz) polenta
- 1 tsp smoked paprika or ½ tsp harissa spices
- Vegetable oil spray

### For the mayo

- 1 small red, yellow or orange pepper
- 1 clove garlic, crushed
- 2 tbsp reduced-fat mayonnaise
- 4 tbsp 0% fat Greek yoghurt
- 1 tbsp chopped fresh parsley, coriander or chives

### METHOD

1. First make the pepper mayo. Grill the pepper until charred and soft. Leave to cool then peel away the pepper skin and remove the seeds. Put the pepper, garlic, mayonnaise, yoghurt and chives in a blender and blitz to a rough paste. Alternatively, finely chop the pepper and beat together with the remaining ingredients.
2. Cut the chicken into thick strips. Mix the polenta and spices together on a flat plate. Coat each chicken strip in the polenta mixture. If you're making some to freeze, freeze the chicken strips now and defrost overnight in the fridge before cooking.
3. Place in an even layer on a foiled-lined baking sheet and spray with a little oil.
4. Cook the chicken under a hot grill for 3-4 minutes, turning once or twice.
5. Serve with the pepper mayonnaise and shredded lettuce (or a mixed salad) and a baked sweet potato.



## VERY BERRY TRIFLE

Serves 2

Prep time: 15 minutes

Cooking time: 10 minutes

### INGREDIENTS

- 55g (2oz) good quality, crustless, white bread
- 140g (5oz) frozen mixed summer fruits, plus a few extra to decorate
- Pared zest and juice of 1 large orange
- 100ml (3½ fl oz) skimmed milk, plus 2 tbsp
- 30g (7 level tsp) low fat custard powder
- 125g (4½ oz) fat free, thick set yogurt, such as Greek yogurt or skyr (fat-free Icelandic-style strained yogurt)

### METHOD

1. Cut the bread into small cubes and divide between two serving glasses.
2. Put the frozen fruit in a small saucepan with the orange zest and half the juice, about 50ml (2fl oz). Bubble gently, without stirring too much, until the fruit is soft. Cool a little, remove the zest, then divide the mixture between the two glasses. Press down lightly to push the juice into the bread.
3. Put the remaining orange juice into a measuring jug and make up to 100ml (3½ fl oz) with water. Add 100ml (3½ fl oz) skimmed milk.
4. Blend the custard powder to a smooth paste with a little of the liquid then mix both in a small saucepan. Slowly bring to the boil, then simmer, stirring all the time, for 2-3 minutes until thickened.
5. Cool the custard a little before spooning all but 3tbsp over the fruit mixture. Leave to cool completely.
6. Beat the reserved custard into the yoghurt with 2tbsp of skimmed milk and spoon on top of the custard. Chill for at least 30 minutes before serving.
7. Serve decorated with a few extra frozen fruits.



# TRUST MATTERS SURVEY

Give us your views:  
Trust Matters  
reader survey

We would love to hear  
what you think about  
Trust Matters.

This magazine is an  
important way for us  
to communicate with  
our service users, carers,  
colleagues, and others  
who have an active interest  
in our Trust

Our aim is to keep you up  
to date with important  
developments at BEH,  
however, we also want to  
bring you features about  
general health and wellness  
and stories about recovery  
to inspire us all.

Maybe you have some ideas  
too. If so, this is your chance  
to get involved.

Scan the code to go to our  
very short survey. It will take  
just a minute to answer the  
quick questions, and your  
input will help us improve.

Thank you

BEH Communications Team



## TOP TWEETS



**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻  
@BEHMHTNHS  
We're proud to announce our first joint Equality, Diversity, and Inclusion (EDI) strategy with @CI\_NHS [pic.twitter.com/U3BG4s6Coz](https://pic.twitter.com/U3BG4s6Coz)



**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻  
@BEHMHTNHS  
Today is #MHNursesDay and we want to thank our amazing nurses across #BEH who go above and beyond what's required of them everyday. We're very proud and grateful for everything you do #MHNursesDay ❤️  
[pic.twitter.com/2OpqwG00uv](https://pic.twitter.com/2OpqwG00uv)



**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻  
@BEHMHTNHS  
#DYK @BEHMHTNHS runs the largest specialist eating disorder service in the country offering care and treatment to people aged 18 years and above with eating disorders including anorexia, bulimia and binge eating? 😊

Find out more ➡ <https://bit.ly/32AcILZ>  
#EDAW2022 [pic.twitter.com/y3M9HgG2C5](https://pic.twitter.com/y3M9HgG2C5)

**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻 @BEHMHTNHS  
As we enter a new phase of our programme to transform community mental health services, here's a reminder of our key aims: <https://www.youtube.com/watch?v=RGyVr6NMuHc> ...  
@CI\_NHS @NCLCCG\_Camden



**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻  
@BEHMHTNHS  
At our 'Developing our Trust Quality Priorities 2022/23' event, guests are looking at what we should prioritise against our strategic aims: Excellence for service users, Empowerment for staff, Innovation in services, and partnerships with others  
[pic.twitter.com/gwQAxWi64](https://pic.twitter.com/gwQAxWi64)



**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻  
@BEHMHTNHS  
👏 Congrats to our staff member – Michael Chalmers - who has been selected for @UCLPartners Innovation Fellowship! Find out more about the Fellows here: <https://bit.ly/3GDHTtP>  
[pic.twitter.com/o5UGeoKPF6](https://pic.twitter.com/o5UGeoKPF6)

**Barnet, Enfield and Haringey** 🧑🏻🧑🏻🧑🏻 @BEHMHTNHS  
One of the most inspiring projects @LazarusNdhiovu says he has been involved in is the development of our state-of-the-art inpatient unit, Blossom Court. Laz says he has benefited from mentoring and secondments and wants to see more opportunities available to all BEH staff.

FOLLOW @BEHMHTNHS

## Your compliments

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

I was able to feel safe when talking about problems (Enfield Children and Adolescent Mental Health Services).

District nurses are caring. They always provide holistic care to mother and address all her concerns. They are patient to answer all questions she has. In all, mother received excellent care (Enfield Community Services).

The session we had was brilliant and my concerns were addressed. I feel like we are on our way to my son receiving the help and support that he needs (Community Paediatric Service).

Brilliant support network. Empathy and sympathy is top notch and overall a good service (Barnet Personality Disorder Team).

My keyworker encourages me to reach my goals. I am so excited because I can see the progress I am making in computing. I have completed the first level and can now order my own prescribed medication (Haringey Recovery and Enablement Team).

Staff are lovely they always sit with you for a chat if you need it (The Oaks).

My experience with the MH nurse was very positive. She was empathetic and caring (Barnet Enhanced Liaison Psychiatry).

HAVE YOUR SAY [beh-tr.communications@nhs.net](mailto:beh-tr.communications@nhs.net)

# Talking therapies

We all know it's good to talk – but taking that first step, and telling a stranger that you need, help isn't easy. For those who do, the results can be life-changing – for them and those they support.

**Chineye Antoinette Njoku, a senior therapist at BEH, is trying to raise awareness in the community of the benefits of our Talking Therapies services and how to access them.**

Based at the Edgware Community Hospital, Chineye wants people to know help is at hand. You just need to ask. She recently took part in a national NHS campaign film that used the famous Beatles song 'Help' to drive the message home.

She says: "Many might think that you need a referral from a GP in order to get help but that's not the case. Your family doctor can refer you or provide you with the details. However, you can self-refer via the NHS website, or the Let's Talk website in your borough. Then you self-refer.

"You speak initially to an administrator, who will book an appointment for a triage with a therapist to find out more about your difficulties. Depending on your circumstances, you may be put forward for a course of treatment with a fully trained and accredited therapist or counsellor or referred to more appropriate services that can offer the right type of support for your particular needs."

Chineye and her colleagues offer a talking service that is available to anyone 18 years or over, who feels they need help with common mental health difficulties like depression, anxiety and low self-esteem. Children and young people

can access therapy from their local children and young people mental health service.

Speaking to a therapist can be face-to-face, via video or on the phone. The aim is to identify the root of the problem, find ways to overcome the difficulties and set goals for success which are achieved over time – often involving guided self-help.

Some clients find it difficult to open up initially because of the stigma that might be attached and the difficulties they have been experiencing. The process is collaborative, and the therapist works together with the client to make it a transparent process

"We always aim for a holistic approach. If we feel medication might be helpful, we will discuss this with the client and suggest that they book an appointment with the GP for a medication review. We may also write to the GP recommending a medication review. If we feel practical help is needed with something like housing, education or employment, we will assist by referring or signposting the person we are working with to the right services.

"One young woman I helped was a victim of domestic violence. She had a young son and it was affecting him too. I was able to link her with CAMHS (Child and Adolescent Mental Health Services), help manage her benefits to ease the financial pressures and

support her to speak to the police and get a restraining order against her partner.

"At the start, this person had been reluctant to leave her home but soon she had the confidence to go out with her little boy.

"Another case was a man I was helping recently saw his life completely turned around after he had fallen on hard times. He had previously enjoyed a comfortable lifestyle but lost it all and was in financial difficulties. He had stopped taking care of himself.

"He didn't want to ask for help. Like many he felt guilty about the fact he was struggling but he finally reached out and we have been able to get him back on track.

"We don't want anyone to feel ashamed that life has become difficult. We want them to come forward and get help."

Anyone struggling with their own mental health is encouraged to speak to their GP and/or self-refer via the talking therapies service website.



## Don't let it needle you. How to deal with a fear of being jabbed

**Hello, my name is Hayley Metcalfe, an Assistant Psychologist in Barnet Enfield and Haringey Mental Health Trust, and I have a needle phobia – something many people have faced when thinking about getting their COVID-19 vaccinations.**

I work with the psychiatry liaison team at Barnet Hospital, so I come across quite a few needles in my line of work.

When I was younger, just talking about injections would make me hot and flustered, let alone having them. I remember sitting in the nurse's office at the GP surgery with such a loud thumping in my ear that I could barely hear what the nurse was saying to me. My heart raced, my mouth was bone dry and I felt like the room was on fire. I tried my hardest to relax but still I remained tense and when I felt the sharp prick of the needle go into my arm, my vision blurred and my mind raced with irrational, unhelpful thoughts about this foreign thing entering my body. The nurse would make some gesture that I could leave, and I would bolt upright and practically run outside for fresh air to give some relief.

Working for the NHS and in a hospital provided me with lots of exposure to needles, enabling me to talk about injections and see other people have cannulas inserted without feeling like I am going to pass out or throw up.

But this has not cured my irrational fear about needles, and I dread having the flu jab every year. However, over the years I have picked up some tips and tricks with the help of cognitive behaviour therapy. This has made the process a lot more bearable. I now have a routine which has enabled me to deal with my fear of needles.

If you are afraid of needles, it may be worth practising before you go and have your vaccination, so that it is easier for you to use this technique when you most need to. Please note that if you get headaches after doing the exercise, take care not to tense the muscles in your face and head. Also, be careful when tensing any part of your body where you have any health problems.

So far, I have had both doses of the COVID-19 vaccine plus the booster and I know there may be more COVID-19 vaccines in the future which makes me nervous. However, it brings me comfort to know that with my routine and techniques I can work through my fears and continue to have these important vaccinations. I hope that others can read this blog and pick up some techniques so that they are also able to get the vaccine – or any other injection they may need – that will protect themselves, their family and the people they work with.

## SO, IF YOU ARE AFRAID OF NEEDLES, TRY FOLLOWING THIS ADVICE:

- 1. Eat something beforehand.** I eat bananas because they are a natural source of sugar and they are rich in fibres that help slow the digestion of sugar meaning that they can sustain energy which will help tackle the low blood sugars created by anxiety.
- 2. Take a bottle of water.** I always bring water with me to keep me hydrated before and after the injection. This also helps with the physical side effects of anxiety.
- 3. Make small talk** with the nurse or clinician doing the injection. This can be anything from the weather to work stuff.
- 4. Let the clinician know about your fears.** This can be helpful for some people as when they are aware of your fears, they can talk to you and help you focus on something else while giving the injection.
- 5. Focus on something in the room.** Usually there are posters up on the wall which I will read and then describe the pictures and the colours on the poster in my head.
- 6. Use a physical distraction.** Having something to fiddle with in the hand of the arm you are not receiving the injection in can really help. Usually I take my watch off and play around with that.
- 7. Breathe deeply.** Before, during and after the injection take several deep breaths, in through your nose and out through your mouth.

## IF YOU FEEL FAINT

If you feel faint after an injection, you can use the technique 'Applied Tension' to increase your blood pressure back to normal levels so that you do not faint.

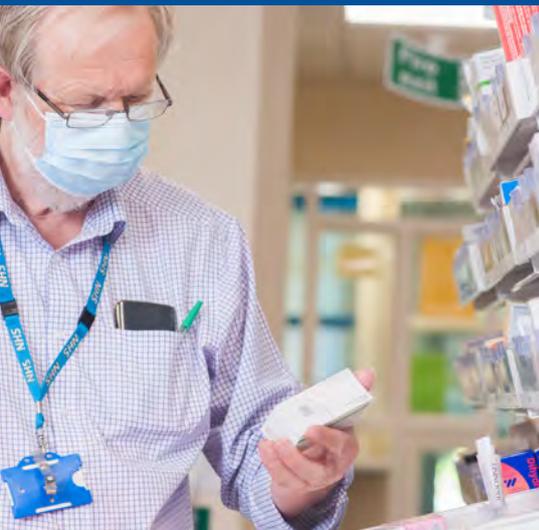
This is how you do it:

1. Sit down somewhere comfortably
2. Tense the muscles in your arms, upper body and legs, and hold this tension for 10 to 15 seconds, or until you start to feel the warmth rising in your face.
3. Release the tension and go back to your normal sitting position
4. After about 20 to 30 seconds, go through the tension procedure again until you feel the warmth in your face
5. Repeat this sequence five times.



# JOIN US

Do you like the idea of helping people in your own community? BEH is recruiting for all types of health professionals – and other staff who allow us to meet the needs of the people we serve.



We are always keen to hear from:

NURSES

FINANCE OFFICERS

PHYSIOTHERAPISTS

REGISTERED GENERAL NURSES

COUNSELLORS

CLINICAL PSYCHOLOGISTS

DOCTORS

ADMINISTRATIVE STAFF

SPEECH AND LANGUAGE THERAPISTS

COMMUNITY MENTAL HEALTH PRACTITIONERS

OCCUPATIONAL THERAPISTS

**We often have vacancies for support staff such as porters, maintenance workers and housekeepers who we couldn't do without.**

**Spanning three boroughs and with services provided from 30 sites, you're likely to find a location that suits your lifestyle and caring responsibilities you may have.**

Healthcare is all about caring, highly trained professionals using their skills to save or improve the lives of people in need. We place a great emphasis on staff development so if you want to develop your skills we are the place for you.

To be the best that you can be, join the 3,000 people who work with us to meet the needs of the people of Barnet, Enfield and Haringey.

Our **employee assistance programme** and **occupational health service** will keep you fit and focussed on the job. The employee assistance programme can help you manage the stresses of modern life while the team at the occupational health service will help keep you fit or ensure rapid treatment for ailments that could keep you off work.

So, why not check out the vacancies on our website or contact our recruitment team and enjoy good pay and the sense of wellbeing that comes with serving your own community?

You can see our current vacancies on the NHS jobs website [www.jobs.nhs.uk](http://www.jobs.nhs.uk) or visit our website at [www.beh-mht.nhs.uk/careers](http://www.beh-mht.nhs.uk/careers)