

# TRUST MATTERS

Barnet, Enfield and Haringey Mental Health NHS Trust

## BLOSSOM COURT OPENS

Our response to coronavirus  
Enabling recovery  
Celebrating our staff

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**Thank you to all the staff and service users 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)

Cover: Blossom Court © Nathan Clarke



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Please note: some of the images featured in this magazine were taken pre-COVID; however, we are now ensuring full compliance with national guidance on social distancing.

Printed on paper from FSC accredited material produced from a responsibly managed forestry programme, using vegetable based inks. Our chemical waste is disposed of in an environmentally friendly way, as is the waste paper.

## Welcome from our Chief Executive

### Jinjer Kandola

Since our last issue of *Trust Matters* the world has changed in ways none of us could have predicted. We are still living with the possibility of further coronavirus outbreaks and, as an NHS Trust, we are on the frontline of tackling this cruel virus.

I am immensely proud of how our staff have risen to the challenge, demonstrating their compassion and commitment to providing the very best care for all our patients. Very sadly, we lost a number of patients and staff to coronavirus and we will be establishing a permanent memorial in their honour. You can read more about our response to the pandemic on pages 16-17.

Throughout the pandemic we have protected and supported those at greater risk of the virus, including patients and staff from black, Asian and minority ethnic backgrounds. This is part of our wider work to ensure equality, diversity and inclusion across our organisation and all our services, which is a personal priority for me and the whole Trust.

It continues to be a difficult time and it's natural to be anxious and worried about our loved ones and our own health. It's important that we all look after our own health and wellbeing, particularly at the moment, so please do take time to recharge your batteries and read the tips on looking after yourself on page 17.

In this issue, we feature how we are learning from staff with personal, or 'lived', experience of mental health challenges and benefiting from their insight through our Enablement Partnership. This is an important way of breaking down the stigma that is still sometimes linked to mental ill health and I believe it will help us to build a culture of greater empathy and openness.

We also take a look at the work of some of our award-winning specialist mental health teams – our multi-agency unit tackling stalking, and the occupational therapists who have

transformed the challenging environment in Pentonville Prison into a therapeutic space.

One of the highlights of the last few months has been the completion of Blossom Court, our wonderful new mental health inpatient building at St Ann's Hospital in Haringey, which opened in August. We now have some of the best, most modern facilities in the country. Blossom Court was designed with lots of ideas and feedback from service users and staff and it has already truly transformed how we deliver care. More details on pages 20-21.

Since the last issue of *Trust Matters*, we've also celebrated the opening of Shannon Ward at Edgware Community Hospital in Barnet. This new ward increased the number of inpatient beds we have, which helped to make sure that patients can be supported locally within the Trust – one of our top priorities as an organisation. It also provides a much better caring environment and it's been heart-warming to hear such positive feedback from our patients there.

These are just a few of the highlights in this issue of *Trust Matters*, I hope you enjoy reading it. Do get in touch with our Communications Team if you have any comments or ideas for the next issue: [beh-tr.communications@nhs.net](mailto:beh-tr.communications@nhs.net).

Last, but not least, please do stay safe and if you are feeling anxious, please don't keep it to yourself – speak to someone close to you, use the resources online and, of course, contact us for support if you need it.

Kind regards

**Jinjer Kandola,  
Chief Executive**

 Follow Jinjer @Kandola8



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# Beacon of Hope

Thank you to the parents of one of our former patients at the Beacon Centre for their generous support and organising a fundraiser!



# Supporting Eating Disorders Awareness Week

Eating disorders affect around 1.25m people in the UK. At BEH we run a day programme and inpatient unit to provide treatment to people aged 18 years and above with a primary diagnosis of an eating disorder. To mark Eating Disorders Awareness Week earlier this year, our staff and service users held a stall at Oasis restaurant at St Ann’s Hospital to raise awareness of these widely misunderstood and stigmatised illnesses. There were displays, home-made cakes and crafts made by service users for sale. All proceeds from the sales went to Beat – the UK’s eating disorder charity.



# New 24/7 crisis telephone service: 0300 0200 500

We have introduced a new 24/7 crisis telephone service for people experiencing a mental health crisis. People who need urgent help can call **0300 0200 500** to get support or advice 24/7, 365 days a year.

The service also takes crisis referrals from GPs, other services such as the police and voluntary organisations, and from family members and carers.

It is staffed by nurses, social workers and occupational therapists who provide telephone support and signposting to services to help people to feel safe and included in the decision making around their care.

# New videos for school children



An image from the video

The Enfield Mental Health Support Team in schools is a collaboration between Enfield CAMHS, Educational Psychology, and North Central London Clinical Commissioning set up to work closely with schools to promote emotional wellbeing and mental health for children and young people.

The team has been working hard during the pandemic to find creative and collaborative ways to support children, young people, parents and school communities. They have produced videos focused on riding the waves of anxiety for Key Stage 2 and 3, and transition for Year 6 students which are available on our YouTube channel – search ‘BEH-MHT’ on YouTube. The videos were designed by Michelle Bainbridge, Trainee Education and Mental Health Practitioner, and were developed in collaboration with school children and their parents.

# Service user resuscitates baby at St Ann's

**A patient from Fairlands ward was congratulated by ambulance staff for her prompt action when a baby suddenly stopped breathing.**

Fiona (not the service user's real name) was walking round the hospital grounds with a friend when an extremely distressed mother jumped out of her car shouting for help because her baby wasn't breathing.

Gary Passaway, Managing Director for Haringey, happened to be at the scene when police and ambulance crews arrived. Mehdi Veisi, Medical Director, also quickly came to help.

**“It was really impressive that Fiona stayed calm in this dramatic situation and used the correct technique”**

Gary commented: “It was really impressive that Fiona stayed calm in this dramatic situation and used the correct technique. The baby was tiny, only three months old, and Fiona used her finger tips to

give light chest compressions and blew into the baby's mouth.

“She successfully restored the baby's breathing and the ambulances and police arrived within about two minutes. The baby was treated in an ambulance on site and then blue lighted to hospital. If Fiona hadn't been there to take such quick action, things might have turned out very differently.

**She successfully restored the baby's breathing and the ambulances and police arrived within about two minutes.**

“We thanked Fiona and her partner who were quite shaken by the experience. We took them into the Oasis restaurant for a cup of tea to make sure they were OK and to offer our ongoing support. Fiona told me she was pleased to have been able to help and that it made her feel 'blessed'.

“I've only just joined BEH and I feel really proud of how everyone involved responded in such a compassionate and professional way.”



David Cheesman

## New Director leading our strategic transformation

**David Cheesman has joined BEH as our new Director of Strategy, Transformation and Partnerships.**

He has over 18 years experience as a board director working in large and complex NHS organisations. David was previously Director of the South East London Cancer Alliance and Programme Director for Guy's and St Thomas' (GSTT) Comprehensive Cancer Centre. During his time at GSTT, he led the development of their £160m Cancer Centre which opened in 2016 and established the new South East London cancer network bringing together cancer services for 1.6m people.

Prior to joining GSTT, David held senior roles at the North West London Hospitals NHS Trust, Mid Essex Hospital Services NHS Trust, and Whipps Cross University Hospital.

**You can read about David's secret life on page 18.**

### Would you know what to do in this situation?

The NHS recommends all parents go on a first aid course to learn how to resuscitate babies and children.

Visit the NHS website for details:  
[www.nhs.uk/conditions/pregnancy-and-baby/resuscitating-a-baby](http://www.nhs.uk/conditions/pregnancy-and-baby/resuscitating-a-baby)

# ENABLING RECOVERY

Enablement is our approach at BEH to delivering mental health services that empower the people who use our services. Enablement is an umbrella term for a number of evidence-based approaches – including recovery-focused, person-centred and strengths-based ways of working – which aim to increase people’s control of their own mental health, their recovery and their life.



Trust Wide  
Enablement Partnership



## The Enablement Partnership

In 2019, the Enablement Partnership, which is a unique collaboration between BEH and peer-led charity Inclusion Barnet, created a diverse forum with various staff at BEH. The purpose was to understand what it's like to work for the Trust for people with personal, or 'lived' experience of mental health challenges and identify what steps to take to make staff's lived experience an asset to the organisation. This group evolved into a Trust-wide Quality Improvement (QI) project on Lived Experience in the Workplace to improve how BEH values and draws on staff's personal experiences.

The QI Collaborative (project team) worked together to develop a BEH Lived Experience Strategy that outlines our aims, visions, objectives and evaluation measurements. The collaborative has explored a number of ideas to help us reach our goal. One idea was to develop a regular feature in this magazine to enable our staff to share their experience of mental health challenges and opportunities more widely.

The collaborative is excited by the opportunity to tackle mental health stigma in the workplace, improve staff wellbeing and productivity by developing a more positive mental health aware culture. In future, more change ideas will be brought to life, including wellbeing at work

plans, staff lived experience peer groups, workshops and more.

Our vision is to build a culture where our organisation views lived experience of mental health challenges as an asset which help us to shape the way services empower people through a journey of recovery.

## Workforce is here to help you

Peer Support Workers are members of staff at BEH who have lived experience of mental health challenges and are specifically employed to make use of this experience in their work. Peer Support Workers model recovery, inspire hope and support people using services towards their own recovery. They are of tremendous benefit to people who use our services, the mental health system and their fellow staff members. They are in a unique position to use their own experience of mental health challenges as they can provide greater empathy and respect to people receiving support and act as agents of change.

Many other staff will have their own lived experience of mental health challenges too. We want to support all staff to use this asset and enable them to develop stronger therapeutic relationships. If more staff utilise their lived experience in appropriate settings, it will help to build a culture of greater empathy, openness and understanding.

**In future, more change ideas will be brought to life, including wellbeing at work plans, staff lived experience peer groups, workshops and more.**

BEH wants to ensure that all staff are supported to do their job to their very best ability. It is also very important that as employees we take care of our own mental health and wellbeing at work. This is our highest priority and, for this reason, we are very pleased to announce that we have partnered with Able Futures.

Able Futures deliver the Access to Work Mental Health Support Service on behalf of the Department for Work and Pensions. BEH staff accessing this new, free and confidential service will receive nine months of professional mental health support from a Vocational Rehabilitation Consultant.

The service is designed to help with a range of mental health issues, including stress, anxiety, and depression, which can result from both inside and outside the workplace. Support is available over the phone and through face-to-face meetings at a time and place that suits individuals.

**For more information, please visit [www.able-futures.co.uk](http://www.able-futures.co.uk)**

## LIVED EXPERIENCE

### Beth's story

"Having lived experience of mental health conditions doesn't have to be negative – the experience can actually be beneficial. Not only can lived experience increase our empathy and understanding, it can also inform the way we react and respond. For me, having lived experience of generalised anxiety disorder, social phobia, obsessive compulsive disorder and personality disorder has definitely influenced my current occupational therapy (OT) practice.

From the age of 12, I have had on and off treatments such as cognitive behavioural therapy, occupational therapy, counselling and hypnotherapy. What I didn't know when going through these treatments was how this would influence me as a health professional in the future.

When I first met my OT, I thought she was useless before I had met her. I was annoyed before stepping foot in the room. In truth, I was annoyed this was the situation I was

in – I had to be there, I wasn't out living a carefree life and instead was in the Child and Adolescent Mental Health Services (CAMHS) building awaiting an assessment. It was illogical of me to feel that way towards her, but that was how I felt nonetheless.

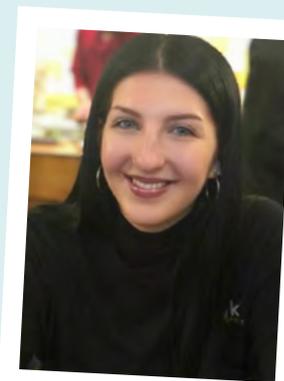
**"I understand how important building a gradual therapeutic relationship is."**

Now, when I meet service users for the first time and don't get the warmest of receptions or when I'm met with hesitation and scepticism, I understand it. I can't say I have been in the same or similar situations to everyone I work with, but a fundamental feeling such as this initial wariness or cynicism is something my lived experience allows me to relate to and empathise with.

I understand how important building a gradual therapeutic relationship is. There isn't a quick fix – I thought my OT was useless for a good six weeks. Each week I would complain

about having to go to see her and my mum would convince me to go with the promise of McDonald's chips. However, due to my OT's persistence, I slowly started to realise maybe she wasn't as bad as I thought. Small improvements started to take place.

Through gradual exposure and weeks of building up to interventions, I began to get little bits of my independence back and the possibility of a future. If the professionals hadn't been skilful, consistent and persistent, I wouldn't have been able to live my life to its fullest potential. This knowledge motivates me to work as hard as I can for the benefit of the service users I work with, as everyone has the right to live their life to the fullest."



Beth

## LIVED EXPERIENCE

### Anonymous

*I know the bottom, she says.*

*I know it with my great tap root:*

*It is what you fear.*

*I do not fear it: I have been there.*

Sylvia Plath (1960)

"What do I write about when it comes to my mental health difficulties and working in mental health services? Do I write about how the boundaries between me and you and us and them have sometimes felt blurry for me? About how it has taken

me a long time to feel that I am a professional and not a fraud, not still a patient? About how I still struggle going to inpatient wards and always feel relieved when I leave, that I can walk out, I do not have to stay.

Do I write about how sometimes hearing people's stories, their struggles, their pain, and their words jolts something and I remember. I remember feeling so low that getting dressed each day was a struggle. I remember life feeling endless and hopeless, wanting to die, wishing I would die,

wanting to hurt myself, wanting to disappear and hide from the world. I remember when my life stopped and I stopped. I stopped eating, stopped talking, and stopped caring, losing chunks of time and fragments of my mind.

I could write about how I have now 'recovered'. I am no longer a mental health patient, no longer taking medication, no longer depressed, suicidal, self-harming, dissociated, anorexic, anxious, no longer 'disordered'. I worked hard, it has not come easily. I discharged myself from hospital, determined to live

## LIVED EXPERIENCE

Sophie

### Sophie's story

"Hello, my name is Sophie and I work at the Beacon Centre, the Child and Adolescent Mental Health (CAMHS) unit at Edgware Community Hospital as a Team Coordinator. Five years ago aged 17, I was admitted to a CAMHS unit in Essex. Life had become a bit too complex for me to understand and I had begun self-harming as a way to deal with my negative thoughts and feelings.

Following a third attempt to take my own life, I found myself in an inpatient unit similar to where I now work. After an intensive four-month treatment programme, I was discharged on my eighteenth birthday and had found inner peace and love for life again. Since my own lived experience, I have travelled solo around the world for nine months and now use my experience to help improve the service I work in.

**"I aim to carry out my role with compassion, respect and dignity and try to make the whole experience seem a little less daunting for service users."**

Having been a service user of a unit similar to the Beacon Centre, I understand how daunting an admission can be for both the young person and their parents or carers. I aim to carry out my role with compassion, respect and dignity



and try to make the whole experience seem a little less daunting for service users.

Having found myself in a similar situation to many of the service users I see, I understand how important a friendly face and a simple 'hello' can be to make recovery that little bit easier. My lived experience has provided me with an insight into the challenges a service user and their family may face, and it has enabled me to give back to a service which gave me back my life. I hope I can continue to see this recovery journey for all service users who pass through the doors of the Beacon Centre."

and to love and not to fall and flounder. Years later, I am a qualified professional. I have nurtured relationships with people that I care about and who care about me, and I feel, for the most part, content and confident. I appreciate the world, the warmth of the sun and my own strength. I run and I swim and I have found my voice, my mind and my opinions. I feel valued by friends, family, colleagues and the people that come to see me, many of whom have lost their own voices, somewhere along the way.

I could also write about how my difficulties have led me to my career, driven perhaps by an understanding from the inside out and by feeling a connection to people who are struggling. I know what it's like to be on the other side of assessments, assumptions and diagnoses. I read my own clinical notes and felt outraged by the things that were wrong and the times I was misunderstood, as well as validated when people had heard me. This has all impacted on my work – I try to listen carefully, to remain

curious, to not assume that my qualifications mean I know better, and instead to facilitate people to explore and develop their own understanding, their own narrative, their own voice and direction.

My work is a big part of who I am. What I have been through feels both far away and yet so close. I have fallen apart and I have put myself back together. My experiences have made me stronger and also more vulnerable. I have survived and maybe I am still surviving. Maybe we all are."



At BEH, we are committed to working with service users and carers to shape our services together and we do this in a whole range of different ways. One of the most well-established opportunities in Haringey is the monthly Service User and Carer Forum at St Ann's Hospital.

# Haringey Service User and Carer Forum

**Helen Brindley, BEH staff member and co-chair of the forum says: "We invite all past and present service users and carers to come along to discuss their experiences and to share views with trust staff so that their ideas and feedback can influence the way the services are run."**

"Around 30 people come every month – roughly half are service users or former service users and carers and half are staff members, from BEH and from other organisations in Haringey. We have a guest speaker each time to lead a discussion on different topics."

Anna Maria says she was encouraged by a peer support worker to come along and share her views: "I had a lot to say. I felt I had been failed by the mental health system.

"It was really good to meet people in the same

circumstances and to feel I wasn't alone. Before, I felt ashamed of my diagnosis but now I don't and here I feel supported. It's not us and them in the forum. I came into the mental health system at 19 and I'm 45 now and still involved. Mental health issues were taboo back then but now more people speak out."

Anna Maria is now co-chair of the forum, helping to run the meetings alongside Helen, and says she put her name forward for the role because it's a way of helping others: "People who come to the forum find out more about what services are available for them or their family members and they can influence how those services are run."

Penny was a service user at the Halliwick Centre and explains: "It feels good to come back to a place where I successfully

received treatment. I feel this is a way of giving back and I like the relaxed, informal setting. We sit in a circle so everyone feels equal and valued – we can all express our views and have an impact on how services are delivered."

**"We sit in a circle so everyone feels equal and valued – we can all express our views and have an impact on how services are delivered."**

Paul commented: "I think the professionals that attend the forum show that they genuinely value what service users have to say. It's obviously not always possible to act on every suggestion and things can seem to take a long time to change but the forum helps to move



things in the right direction.

“Service users and carers have a genuine wish to help to improve services for people who may be using them in the future and they are in a position to give insights from a different perspective to professionals. This makes them a really useful resource for the Trust. Taken together, service user, carer, and professional perspectives may offer a ‘truer’ reflection of how services are in reality and where they can improve. Potentially, that is really powerful.”

**“Service users and carers have a genuine wish to help to improve services...”**

Lucy was at the forum for the first time and said: “I didn’t expect it to be so open to everybody. It’s really welcoming,

and I’ll definitely come again.”

Lucy explains she is a member of the steering group helping to shape the therapeutic programmes for the new inpatient building at St Anne’s and that’s how she heard about the forum: “I was an inpatient on the Phoenix Ward a few years ago it was a really difficult time and I never thought I would ever choose to come

back here but now I’m part of a working group, coming to the forum and I’m even applying for a peer support worker role with the Trust!”

Anna Maria adds: “If you’re not sure about whether the forum is for you or not, just come and try it. From my own experience I would say, you’ll lose nothing and you will gain a lot.”

## Come and join us...

The Forum meetings are being held online due to the coronavirus pandemic. The next meeting will be 2–3.30pm on Monday 12 October.

A link will be sent to all those on the distribution list and will be available on the Trust website.

For enquiries or interpreter services, please contact:  
Helen Brindley on 020 8702 6210 or email:  
[beh-tr.halliwick.reception@nhs.net](mailto:beh-tr.halliwick.reception@nhs.net)



Clockwise from top: Art room; bringing nature inside; a corridor; pottery room; yoga studio; kitchen and the timetable.

Deborah Murphy and Jon Henshall are part of a small team of occupational therapists who run a nationally recognised therapeutic group work service within the wellbeing centre at HMP Pentonville. The team won a prestigious award in recognition of the work they have done to transform the therapeutic environment in the prison. **Bea Nagy** went to find out more.

# Finding freedom within prison walls

**“It’s an award that the Royal College of General Practitioners (RCGP) present at the annual Health and Justice Summit,” explains Deborah Murphy, Wellbeing Centre Manager and Lead Occupational Therapist (OT) at Pentonville.**

The OT team at Pentonville won the ‘Best Clinical Team in Secure Services’ based on their transformation of the environment, both physical and social, into a therapeutic space within a very challenging prison – the first time a non-medical team has won this award.

Much of the physical transformation came about as a result of funding that the team bid for from the Trust’s innovation fund a few years ago to refurbish the OT-led prison wing, alongside securing extra funding from NHS England. The main part of the project was

to create a therapeutic kitchen where people can gather, sit and eat together and have a normal social exchange. The art and music rooms were also refurbished professionally, and the service users got involved in giving the rest of the space a much needed uplift, helping with furniture painting and tiling.

“Prisons are really grim environments so we wanted to create something that was really positive, where things are both beautiful and functional, somewhere where people could almost feel at home,” says Deborah. “This different environment, by nature, shapes people’s behaviour, and the prisoners often talk about how nice it is to ‘get out of prison’ for the day, even though they don’t actually leave the prison. The judges at RCGP wanted to see something innovative and

evidence that it’s replicable.”

The team at Pentonville is made up of five occupational therapists, as well as a music teacher, a pottery teacher, two technical instructors (TIs) and a yoga and massage therapist. They work alongside a broader team of psychologists in partnership with Care UK which is the lead provider of health and care services in the prison.

Jon Henshall, who joined the team last September, describes the wellbeing centre: “I think you really notice the difference in the environment. The wings are quite oppressive, they close in on you, the same grey colours everywhere – it’s very harsh. Whereas in the wellbeing centre, there are colours straight away; it lifts your mood just being there.”

Going into prison for people who have very limited life experiences can be an extreme



L-R: Amanda Owen (OT), Dotan Cohen (music tutor), Deborah Murphy (team manager), Jon Henshall (OT), Claire Nicholson (TI), Jo Sparrow (OT) and Marnie Fitzgerald (TI).

and re-traumatising experience, they lose choices and identity. This transition can affect people in different ways and many struggle to adjust, so identifying who most needs support is the team's top priority. The therapeutic group work service targets the most vulnerable men in prison, those who have complex mental health problems, those who may develop mental health issues, or who are having a particularly difficult time settling into prison.

The service runs a number of therapeutic groups aimed at developing social skills, and daily living skills, such as budgeting and cooking healthy meals like soup from scratch and eating it together. There are also art, music, pottery, yoga, mindfulness and gardening groups, as well as

a range of discussion groups on themes such as current affairs and philosophy. One of the fundamental things the service tries to achieve is to get people to think about what brought them into prison, what life choices they made. A lot of service users haven't had an opportunity for leisure so providing a positive routine that they can replicate when they are out in the community is key. The service engages them, punctuates the day and not only alleviates boredom but also helps them gain skills and have enriching conversations and interactions.

"The guys often say they haven't got a stake in society, they're worthless, but when they come to us they have a purpose," explains Jon. "We give them a little bit of a choice; even as simple as what art

they want to create that day. Occupational deprivation in prison takes away everything that makes you you, and we want to give them something back."

"What I enjoy is that while the structure of the day is the same, the experience of each day is very different. You never quite know what mood the guys are going to be in – it keeps you on your toes, but in a good way. Every day quite a few of them come to us and say "I really enjoyed that" or "I've actually never done that before". We get really heartfelt thanks – that's what makes doing this job so worthwhile and rewarding."

One of the service users, Chris, who works as a cleaner in the wellbeing centre, says: "When we come down here, it's not like we're in prison. It's different here. The team puts us at ease,

there's no 'them' and 'us' like on the wings. Here the staff call us by our first names, they can get to know you and you can get to know them. Down here it's one big community. It's good down here."

**"We give them a little bit of a choice; even as simple as what art they want to create that day. Occupational deprivation in prison takes away everything that makes you you, and we want to give them something back."**

"As a man working in this environment, I feel I have a duty to the guys to show that it's not a competition because on the wings it's all very transactional. Without sounding too arrogant, I do try to show them a different way," adds Jon.

Jon is a rare breed in a female dominated OT world, says Deborah although she notes that their team has "a great gender, ethnic and age diversity. The prisoners benefit from this diversity, just seeing how well the team members work with each other despite being very different characters."

Jon was inspired to become an OT after seeing his granddad, who suffered from Parkinson's disease, greatly benefit from occupational therapy: "I wasn't sure where I was going to fit in but I was leaning towards mental health. My last university placement was at Pentonville, and the rest is history."

The RCGP award is a testament to excellent teamwork. Jon explains: "We've all got

different strengths; we all bring something different to the team. It might sound strange, but we've got a large amount of freedom to be ourselves within the team. I think it's very important to feel supported and be yourself in a team."

Deborah says it's wonderful to see the team acknowledged with this award. "We do get a lot of thanks from service users which is very heartening, but because we're doing our work behind locked doors, it can feel like it goes unseen to the rest of the world and even to the rest of our organisation. I'm really pleased to see the team being recognised for the hard work we've been doing over the last five years. Sometimes we can feel isolated here because we don't get so much interaction with some of the Trust's central structures."

In fact, the team's exemplary work certainly doesn't go unnoticed by the outside world. They've had interest from commissioners and prison governors from all over the country, with OTs from 20 different prisons contacting them, many visiting to learn about their achievements and to see if they can replicate a similar model in their own institutions.

On celebrating the team's achievement, Dawn Jessop, regional manager of Care UK, said: "The healthcare team at HMP Pentonville is a perfect example of multidisciplinary, collaborative patient care with multiple partners. I'm inspired and proud to work with these teams."



# Inside Guide

A resource for those in prison developed by staff

**Extended periods of isolation and inactivity can make life in prison challenging. It's during these times that self-harm and suicide risk amongst prisoners is known to be highest.**

To compliment the therapeutic programmes within the BEH prison services, the occupational therapists and psychologists worked together to create the *Inside Guide* which those in prison could use as a self-help tool during the hours they spend alone.

Each therapist in the service contributed a chapter, providing information on coping strategies, activities to pass time, tips on keeping a healthy body and healthy mind, and in-cell work outs, as well as goal setting and opportunities for prisoners to create their own self care plans.

The guide, which was funded by NHS England, has been a great success. In addition to excellent feedback from service users, it has been acknowledged for two years in the Quality Network for Prison Mental Health Services Annual Report (one of over 20 quality network, accreditation and audit programmes organised by the Royal College of Psychiatrists' Centre for Quality Improvement) as an area of outstanding practice.

The *Inside Guide* website is at [www.insideguide.nhs.uk](http://www.insideguide.nhs.uk)



# Responding to the coronavirus pandemic

The coronavirus pandemic has tested the NHS as never before. We are very proud of how staff across BEH have pulled together as one team to respond. Together, we swiftly set up isolation areas for inpatients showing symptoms to stop the spread of the virus and, wherever possible and appropriate, we quickly switched to delivering services using telephone or video conferencing instead of face-to-face appointments.

We made sure we had sufficient supplies of Personal Protective Equipment, oxygen, medicines, food for patients and other vital items. We also kept our staff, patients and carers updated with the latest guidance and information to keep everyone safe and supported.

To provide extra support to our service users, we set up a new crisis telephone service to get help or advice about mental health and to access our services in a crisis. You can call 0300 0200 500 to get support or advice 24/7.

We identified patients and staff particularly at risk due to underlying health conditions, ethnic background, or age and made arrangements to shield and protect them. We arranged for some staff to work from home and we redeployed others to areas of greater need. In particular, we have ensured that we protect and support those from black, Asian and minority ethnic (BAME) backgrounds, who are more at risk as a result of the virus.

This is part of our wider work to ensure equality, diversity and inclusion across our organisation and all our services, which we are committed to achieve and are developing a detailed Inclusion Programme to ensure rapid progress.

Very sadly, we have lost a number of patients and staff to coronavirus. We marked these losses with silences across the Trust and have been

**We have set up a crisis telephone service to get help or advice about mental health and to access our services in a crisis. You can call 0300 0200 500 to get support or advice 24/7.**

supporting their families as far as possible. We will be setting up a permanent memorial in their honour.

We are reviewing the learning from the pandemic and looking at what positive developments we can take from this very difficult time. There are many new ways of working that we will be seeking to embed in our services, such as video conferencing and online consultations where appropriate; the new 24/7 crisis telephone service; and providing more integrated mental and physical healthcare for local people.

**For more information and support, please check our dedicated website pages: [www.beh-mht.nhs.uk/](http://www.beh-mht.nhs.uk/)**

## Looking after yourself

Many of us have found the pandemic tough and you may be feeling more anxious than usual. There are lots of things you can do to support your own health and wellbeing

### Take care of your body

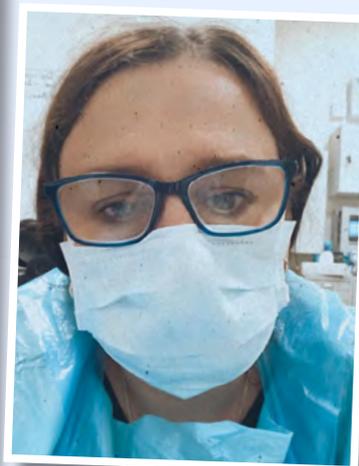
Try to eat healthy, well-balanced meals, exercise regularly, and get plenty of sleep. Avoid alcohol, tobacco, and other drugs. Keep to a regular routine for bedtimes, meals, and exercise.

### Connect with others

It is important to stay in touch with loved ones and friends, even if digitally. Share your concerns and how you are feeling, they may have similar experiences and will be a good source of support.

### Take breaks

Make time to unwind and remind yourself that any feelings of anxiety will fade. Try to do activities you usually enjoy as much as possible.



Suzie Lowe, who recovered from COVID-19, went on to work on one of our isolation ward and commented: "What a fantastic team, caring in the face of diversity and with smiles on our faces! Proud to be a nurse in the NHS."



## Support our coronavirus appeal

We are fundraising to raise some additional charitable resources to give our hard-working staff the little extras, such as a room to get away from the ward for 10 minutes and relax during a busy shift and other support to keep them going when they are working out and about in the local community.

We would also like to get our inpatients more tablet devices to video-call loved ones and e-book vouchers to buy books to read online.

If you would like to donate to our charity coronavirus appeal please go to: [www.justgiving.com/campaign/BEHCovid](http://www.justgiving.com/campaign/BEHCovid)

**Thank you for your support – we really appreciate it!**

## Wellbeing resources

There are a range of wellbeing resources available on our website, please do make use of them for you and your family and friends:

- **Good Thinking** is an NHS approved mental health and wellbeing resource. [www.good-thinking.uk](http://www.good-thinking.uk)
- **Every Mind Matters** gives you simple and practical advice to get a healthier mind and get more out of life. [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)
- **Recovery College Online** provides free courses to help you stay well at home. [www.recoverycollegeonline.co.uk/](http://www.recoverycollegeonline.co.uk/)
- **Mind** has some helpful advice. [www.mind.org.uk/coronavirus](http://www.mind.org.uk/coronavirus)
- **Silver Cloud** offers online resources for general wellbeing (accessible to BEH patients using access code NHS2020) [www.nhs.silvercloudhealth.com/signup/](http://www.nhs.silvercloudhealth.com/signup/)
- **Together in Mind** features regular podcasts and a weekly check-in survey. [www.togetherinmind.nhs.uk](http://www.togetherinmind.nhs.uk)





David Cheesman joined BEH's executive team in January 2020 as Director of Strategy, Transformation and Partnerships, bringing a wealth of experience to the Trust.

## My Secret Life David Cheesman

### **Congratulations on your recent appointment at BEH! So what inspired you to join the Trust, and what does your role involve?**

Thanks – I'm responsible for bringing together the Trust's overall vision of supporting healthy lives by working closely with partners, for example through our strategic alliance with Camden and Islington NHS Foundation Trust, and ensuring that the transformation programme is in place to help deliver the strategy and the COVID-19 recovery process. When I saw the job advertised, I was excited about the range and scale of work involved in taking the Trust from good to outstanding. I'd never worked in mental health before but I know a lot about working across health systems so the role was very attractive.

### **You've got an impressive background in healthcare. Can you tell us a bit more about your varied career?**

Are you politely telling me I'm old?! I've worked in the NHS for almost 30 years – in a mix of operational and strategic roles across hospitals in London and Essex. Most recently, I led the South East London Cancer Alliance.

### **What's your impression of BEH so far?**

I'm amazed by the breadth and quality of work under way – the phenomenal response to the pandemic, the modernisation of St Ann's, the opening of new capacity and the work with partners across the system. Most of all, I've been struck by how friendly and welcoming everyone I've met has been. It's been a great start.

### **What's your vision for BEH and how will service users benefit from this transformation?**

My vision is for BEH to be a successful system leader, providing excellent integrated care that is clinically led, with patients and service users at the heart of everything we do. If we achieve this, service users will receive the best care and have healthy lives.

### **What were your priorities for your first six and 12 months?**

My immediate priority was to get out there and listen to all the teams and see how I can help them. I also had to make sure that all the different transformation initiatives are better coordinated – so everyone is clear about how they can do their bit to achieve the vision. I really believe that teams need to have ownership of their service and feel a sense of pride in what they are doing.

### **What's the best thing about your job?**

Oh, there are so many good things! I get to meet many different, interesting people and work with smart, committed colleagues. Ultimately it's the buzz you get from really making a difference to people's lives.

### **We heard it through the grapevine that you're an amateur DJ – is that right? So what would be your go to song to cheer someone up?**

Yes, I love music – and the ability to whip up a party! Junior Senior's 'Move your feet' is guaranteed to raise a smile (and fill a dance floor!)



David with his children in Cornwall.

### **Where do you DJ? Can we expect to see you spinning records at a BEH staff party in the near future?**

Sadly nowhere particularly glamorous – usually just friends' parties and school events. Although I have played at a couple of weddings which were great fun but a little nerve-wracking!

### **Do you have any other hobbies or talents?**

Not sure about talents but I'll be running my sixth marathon this year. I started in 2015 to raise money for the new Cancer Centre at Guy's Hospital and then caught the running bug. This year I'll be raising money for the BEH charity.

### **You've got three children – they must keep you busy. What's your favourite thing to do as a family?**

Like all families, mine can be demanding but we're happiest when on holiday in Cornwall. We got married in Crantock (near Newquay) and usually go there at least once a year.

### **Ah, Cornwall – most people would associate it with the surfing mecca of the UK. So are you any good at surfing?**

I do own a (very) long board – it's 9' 6". While it looks impressive it's actually easier to surf on than the smaller Malibu boards (because it's so stable). The downside is that it's a nightmare transporting it anywhere so I keep it in Crantock.

### **What's your favourite thing to do there?**

We can usually be found on the beach – battling the British weather!

# Development of local integrated care system and borough partnerships

*The NHS Five Year Forward View*, published in late 2014, set out a long term aspiration to develop more integrated services. Since 2016, health and care organisations have come together in local Sustainability and Transformation Partnerships (STPs). These partnerships were designed to accelerate the integration of services across organisational boundaries – including divides across primary and specialist care, physical and mental health, health and social care – to improve the care patients receive.

Locally, NHS providers, commissioners and local authorities across the boroughs of Barnet, Camden, Enfield, Haringey and Islington came together to form the North Central London (NCL) Sustainability and Transformation Partnership (STP). This has helped to deliver improvements in integrated health and care services for local people.

The NHS Long Term Plan, published in January 2019, confirmed that all STPs are expected to continue to develop further so that every part of England is covered by an Integrated Care System (ICS) by 2021. National guidance sets out high level expectations of how each ICS will function at three levels:

- **SYSTEMS** in which the whole area's health and care partners in different sectors come together to set strategic direction and long term plans. Locally, North Central London is the agreed system level, with a population of 1.5 million people.
- **PLACES** served by a set of health and care providers, connecting Primary Care Networks to broader services including those provided by the NHS, local councils and voluntary organisations. In North Central London, borough level Integrated Care Partnerships are being developed.

- **NEIGHBOURHOODS** served by groups of GP practices working with NHS community services, mental health services, social care and other providers to deliver more coordinated and proactive services through Primary Care Networks. Each borough in North Central London is developing its approach to neighbourhoods, linked to the development of Primary Care Networks.

Locally in North Central London (NCL), each borough is developing an Integrated Care Partnership within an over-arching NCL Integrated Care System. This is supported by the NCL Clinical Commissioning Group (CCG), which consist of the previous five individual Clinical Commissioning Groups in NCL, who merged to form one CCG in April 2020.

Barnet, Enfield and Haringey Mental Health NHS Trust is closely involved in the NCL Integrated Care System and our three borough Integrated Care Partnerships. We will ensure the needs of everyone who uses our mental health and community services are heard so that we continue to improve the health and care of local people.



# Blossom Court, our new mental health inpatient building in Haringey, sets the bar high

**We held an event on 5 August to mark the completion of our new state of the art mental health inpatient building, Blossom Court, at St Ann's Hospital in Tottenham.**

**Speaking at the ceremony, Mark Lam, Trust Chair said: "Blossom Court is an amazing new building, which we are proud to be able to provide for the people of Haringey and beyond."**

Jinjer Kandola, Trust Chief Executive added: "This is a very significant occasion for the Trust and I would like to thank all those who have been involved in helping us to this outstanding achievement. Our old wards were in very poor condition, but we now have some of the best, most modern, mental health facilities in the country, which will help us transform the care of our patients."

Patients, staff and guests took the opportunity to go on tours around the new building at the event. Construction work continued throughout the lockdown and Blossom Court opened on schedule to patients later in August. It has four wards with a total of 74 beds for patients who need inpatient care, including eating disorders.

Key aspects of the new building have been designed together with current and former service users and clinical staff, for example the colour

and style of furniture and the introduction of sensory rooms to help patients feel calm and safe.

Andrew Wright, Director of Planning and Partnerships, who has led the overall redevelopment of St Ann's Hospital for the last five years, said: "This is the fulfilment of many years of work by the Trust, our patients, staff and partners and I am grateful to them all for their input and support."

Sharon Thompson, Clinical Programme Manager said: "The opening of Blossom Court is a real opportunity to do things differently so staff and service user involvement has been a big focus throughout the project. We've looked at every element of how the unit will operate from clinical treatment to shift patterns, staff skills, activities for patients, and the look and feel of the building itself.

"Everyone has been really positive about getting involved

to make sure every aspect of Blossom Court is fit for the future and is contributing the maximum possible to our overall aim to support our service users to live healthy lives."

**"Everyone has been really positive about getting involved to make sure every aspect of Blossom Court is fit for the future"**

Lucy, a former service user involved in two of the Blossom Court steering groups, said: "It was really exciting to collaborate with staff, and to make improvements through the steering groups. Any concerns or suggestions I raised were heard and I felt equally included alongside staff in the multitude of positive changes that are going to happen."



Clockwise from top: Staff at the completion event; NHS Regional Director for London Sir David Sloman, Chair Mark Lam, Cllr Sheila Peacock Mayor of Haringey and CEO Jinjer Kandola at the event; Modern Matron Laz Ndhlovu; and the new building.

MH, service user, said: “The design of the new wards with ensuite bathrooms, more daylight and views of nature will reduce patient stress, anxiety and pain. This will all help to shorten the time service users need to stay. I am so proud of the BEH team and grateful to be part of it.”

Patients, members of the public and staff were also invited to suggest names that would reflect the special place in our community the new unit will have. The winning name for the new building itself, Blossom Court, came from BEH clinical psychologist Dr Samara Wilson. The names of the four wards were suggested by BEH management accountant Faheem Ukadia and are Tulip Ward, Iris Ward, Daisy Ward and Sunflower Ward.

All the names have a special meaning. The tulip represents someone with a caring nature who brings joy to their friendships. The iris signals good news, faith, hope, wisdom and courage. The daisy is a sign of new beginnings, and the yellow of the sunflower symbolises vitality, intelligence and happiness. Blossom reminds us of spring with fresh, new colours springing into life and signifies our hope that the time patients spend in the unit opens up bright new possibilities for them.

Jinjer Kandola said: “It’s been inspirational to see everyone pulling together to create this fantastic new building. Blossom Court provides the very best modern facilities for our patients and it sets the bar high – this is how all mental

health care should look and we are committed to improving the rest of our estate over the coming years, so all our patients can enjoy the quality of environment that Blossom Court now provides.”

Phase 2 of the redevelopment of St Ann’s Hospital will now begin. This will include refurbishment of other buildings, a new restaurant for visitors and staff, and improvements to the site power and water supplies, roadways, car parking and landscaping. The neighboring residential development on the land purchased by the Greater London Authority to create new family houses and flats for local people is due to start in 2023.

See more photos at [bit.ly/BlossomCourt050820](https://bit.ly/BlossomCourt050820)

# Strategic Alliance update

The alliance between Barnet, Enfield and Haringey, and Camden and Islington NHS Trusts, which was formally signed in June 2019, is starting to show positive progress.

The alliance has enabled both partners to start a dialogue about the health needs of the populations in the five boroughs they serve, and to look at ways to improve the lives of service users, carers and staff.

## Alliance successes include:

### Mentoring

The roll-out of a joint mentoring programme for staff across both trusts aims to ensure a diverse supply of senior leaders for the future, especially from Black and Minority Ethnic (BAME) backgrounds. Being mentored can support our staff's career development, by helping them to explore their goals, strengths and areas for improvement. Mentors listen and explore ideas to assist their mentee's self-development.

Staff who are interested in finding a mentor, or would like to become one, can find information on the intranet under: **Working for the Trust > Mentoring.**

### Equality Champions

We want to increase BAME representation at more senior grades, to reflect the proportion of BAME staff at both trusts. It is now a formal requirement that there is an Equality Champion on interview panels for senior roles. Training for Equality Champions has been improved to give them greater confidence to challenge bias. All BAME staff are eligible to be Equality Champions, as long as they are a permanent staff member and their manager agrees that they can participate in a maximum of three panels a year.

Would-be Equality Champions should email: **beh-tr.equalities@nhs.net**

### Long-term high dependency rehabilitation

A new service for rehabilitation service users who have greater clinical complexity and longer-term care needs opened at St Pancras recently. The new service, Sutherland Ward, takes patients from the five boroughs covered by the two trusts.

This reduces the need to send people to facilities further away, improving their experience.



**Carol Moyo, Head of Trust-wide Access & Crisis Services and Equality Champion, said:**

"I believe it's important to have someone who understands and champions diversity and inclusion on interview panels. This also reinforces the Trust's commitment to inclusivity and equality and gives candidates confidence that they are being given a fair interview. Being an Equality Champion at BEH is one way that I can play an active part in ensuring that our recruitment and selection processes follow best practice and deliver fairer outcomes for all staff."

One of the key commitments of the new alliance between BEH and Camden and Islington (C&I) is ensuring that all staff have equal opportunities to progress and enjoy their careers. We have, therefore, set up a mentoring programme across both trusts. One successful partnership already underway at BEH is between Jayshree Pindoriya, Assistant Director of Information and Performance, and Pheonie Cunningham, Team Administrator in the Adolescent Outreach Team, for Haringey CAMHS.

## WHY MENTORING MATTERS

### Jayshree's story

I have worked at the Trust for 23 years and I really love my job. I started as a Medical Secretary and then moved into Informatics and worked my way up.

I remember when I first started, my manager made a big difference to the way my own career has progressed. They saw an early sign of my skills in the use of data and were hugely supportive. Thanks to their encouragement I worked my way up in the Information Team and spent 12 years as a Business Performance Manager before taking on my current job as Assistant Director of Information and Performance.

Pheonie was the first person who contacted me after seeing my profile as a would-be mentor on the intranet. She explained she had a interest in information management and performance and wanted to be mentored by me to further her own career.

What impressed me was the amount of study that Pheonie has already done in her own time. Also impressive was her understanding of what a key role information and performance plays at the Trust.

We have now had two sessions and she is already using what I have shared with her. This includes tools she can deploy in her current role to extract information and demonstrate how her team is doing, for example whether patients are being seen in a timely manner.

I really enjoy mentoring Pheonie and am very inspired

by her and excited about what she will go on to achieve in the future. Mentoring in this way enables me to give back what I've learnt over my 23 years at BEH and it has been a really positive and enjoyable experience.

### Pheonie's story

I wanted to be mentored in order to see what opportunities are out there. I believe in personal development and feel that I have so much more to give.

I saw Jayshree's lovely, engaging smile on the intranet mentoring page and thought that I would give it a go. I liked her biography and was impressed as Jayshree also came from an admin role and worked her way up to a senior position. This was really encouraging.

Mentoring with Jayshree has been so informative as it has allowed me to see how managers think and what their priorities are. It has allowed me to see what they require in terms of data and how they use that information to manage

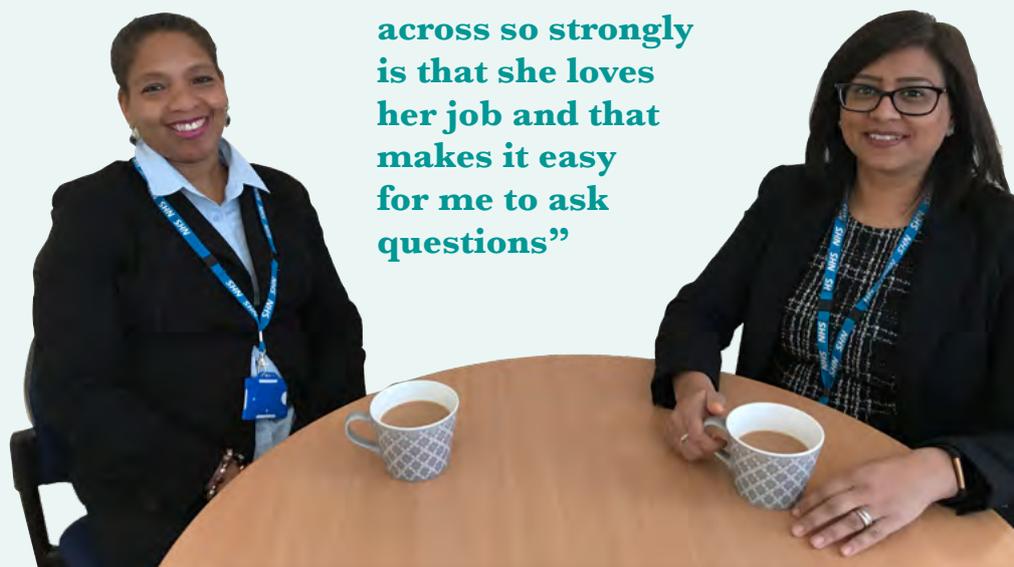
population health. It is great to see how things function at that level and how decisions are made.

The mentoring relationship has been much better than I expected as I was able to ask questions and get answers from Jayshree who is so knowledgeable about her role and how she graduated into it. What comes across so strongly is that she loves her job and that makes it easy for me to ask questions and get a real picture of what my own career path might entail.

My ambition would be to manage a team and be more creative and able to contribute to the overall performance of the entire Trust at director level.

In my spare time I volunteer with a charitable organisation where I mentor others and I can see the real benefits it offers. I am confident that the mentoring relationship with Jayshree will really make a difference.

**“What comes across so strongly is that she loves her job and that makes it easy for me to ask questions”**



Karl Heidel talked to actor Simon Pegg about his research into playing a character with schizophrenia

# Simon Pegg is all about the detail

We arrange to meet at 12pm, and at the exact moment my watch beeps on the hour, I see him approach the entrance of St Ann's Hospital, greeting me with a handshake and a warm smile.

His personal details are certainly worth investigating – born near Gloucester in 1970, he started out as a stand-up comic,

and appeared in a number of successful comedy shows in the 1990s such as *Big Train* and *Brass Eye*. He then went on to write his own cult classic *Spaced* with Jessica Hynes (then Jessica Stevenson) alongside Edgar Wright, who Pegg would go on to work with on the beloved *British Three Flavours Cornetto* film trilogy: *Shaun of the Dead* (2004), *Hot Fuzz* (2007), and *The World's End* (2013).

He's now one of Britain's biggest exports in Hollywood, with the unique honour of appearing in both *Star Wars* and *Star Trek* films, and starring alongside Tom Cruise as Benji Dunn in the *Mission: Impossible* film series.

I meet Simon as his attention to detail brings us onto research at our Early Intervention in Psychosis service for his next role: a film called *Lost Transmissions*. He's come to St Ann's to meet service users and carers to get first-hand experience of what it's like to have, and to care for someone with a serious mental illness. He can't stress enough how keen he is to get an authentic account of the condition:

"I'm portraying someone who

suffers from schizophrenia and I wanted to do it properly and authentically. Mental health is often overlooked in many ways, and its portrayal is often reductive and stereotypical, and that's not something I wanted to do."

So what's the film about? "It concerns Hugo Nicolson, a producer and musician who suffers from schizophrenia, who found himself in a situation where he was unable to get any sort of care living in the US, where you have to admit yourself for mental health issues – as we know, people who are delusional often don't believe there's anything wrong with them, so this creates a vicious circle."

Pegg's quest for direct experience of someone with psychosis was lived out by the writer and director of the film, Katharine O'Brien, who was friends with Hugo Nicolson in Los Angeles, where he worked with recording artists including Primal Scream, Embrace and David Holmes.

"Katharine was part of his story, and she decided to create a film out of this. Hugo's friends gathered around him and tried to get him to come back to the





Left to right: Marvin Nicholls, former Dual Diagnosis Worker at BEH; actor Simon Pegg; Simon Clark, former manager of the Enfield Early Intervention in Psychosis (EIP) service; and service user Nazir Ahmad – outside Lucas House.

UK, to get help. Marvin Nicholls from the hospital treated Hugo and so I contacted Marvin and he allowed me to come and meet some of the patients.”

Looking at his back catalogue of films such as *Shaun of the Dead*, *Hot Fuzz*, *Paul*, and even in *Mission Impossible*, Simon Pegg brings comedic elements to these roles. So, I wonder whether there’s going to be a humorous element to his role in this film.

“It’s a dramatic role, but I don’t think the situation is without humour. There are levels of irony and strangeness to the condition of schizophrenia, a dark sort of humour – not in a way that makes light of the condition, but these situations can be grimly funny in some respects. For example, Hugo would forget where he parks his car, or he’d go and spend vast amounts of money that he didn’t have on stupid things. Even though it’s a serious condition, he acted with a levity and lightness that you have to accept happened. It can’t all be the grim reality of mental health. It’s a rainbow, the whole situation, and accepting that fact is part of

portraying Hugo properly.”

Simon is warm and easy to talk to. It’s easy to see why the offers keep flooding in from Hollywood, but I wonder what made someone who must surely get so many offers of plum roles go for this role in particular:

“I liked the story and working with someone with Katharine’s vision and ideas, and I thought it would be a challenge as an actor. I didn’t go into this business to be funny, I just happened to end up specialising in it. I kind of wanted to flex my muscles elsewhere.”

I ask Simon whether he prefers working on blockbuster roles or parts in independent films like *Hugo*: “You enjoy different films for different reasons. The big films like *Star Trek* or *Mission Impossible* are such huge events so it’s fun from a childlike perspective to be a part of these. A role like Hugo in *Lost Transmissions* is a meatier prospect for me – I enjoy both. The idea of getting into a character that’s complex and truthful is as appealing to me as running around on the Starship Enterprise shooting Klingons or killing zombies. You have to make sure you enjoy all of it.”

Simon’s warmth continues in a chat with some of BEH’s service users. One of them asks him a particularly interesting question – how can any actor portray someone with schizophrenia effectively when so much of the condition is internal – how does he externalise this?

“Well I think that’s what acting is often about. The best actors are those who are able to internalise their performances and allow the slightest flickers of what they’re feeling inside register on the outside. Acting is a process – I’m not a method actor, but this is a role that I approached with studious attention. The minute you start demonstrating your psychosis in a way that is unbelievable that’s when you lose credibility. Sometimes people have psychotic episodes, and those episodes are very clearly the result of mental health issues, but a lot of the time people with mental health issues appear ‘normal’ for want of a better word. I spoke to someone today who worked hard on a daily basis to appear what we perceive as normal.”

**Watch *Lost Transmissions* on Amazon Prime.**



## Dr Bethanne Willingham

### Lead Psychologist for the Child Development Team and SCAN, Enfield CAMHS

#### What does your team do?

The SCAN team works with children and adolescents with neurodevelopmental disorders such as autism and intellectual disability. We are part of the BEH's Child and Adolescent Mental Health Service (CAMHS).

#### What inspired you to become a Clinical Psychologist?

It was a slightly circuitous route. My first degree was in theology and religious studies at Cambridge University. My tutor at university encouraged me to work with people as I had spent lots of time volunteering. He suggested social work, but I decided psychology was more for me. I later told him that he had been an influential figure to me and, in keeping with his faith, he said he would now pray for me – for which I was most grateful!

#### What was your journey to your current role?

After my degree, I did a post-graduate conversion course in psychology. Alongside this, I worked to gain experience in a homeless shelter, on a psychiatric inpatient ward for adults with intellectual disability, and on a forensic ward, before becoming an assistant psychologist in a community team for adults with intellectual disability. I qualified as a clinical psychologist in 2007 and have worked with children and young people since then in CAMHS, hospital paediatrics and community paediatric neuro-rehabilitation. I particularly enjoy working with children and young people with neurodevelopmental conditions – they are the best, most

challenging and most fun clients with incredible, resilient families.

#### What does your job involve?

I have a clinical caseload as well as managerial responsibilities, so I see service users with neurodevelopmental conditions and varied psychological, behavioural and mental health problems. Because of our service users' age and the nature of their cognitive and developmental disabilities, we work with them and their families and their networks in a collaborative way. I also manage and supervise allied health professionals and contribute to the development of clinical services and strategic objectives in Enfield CAMHS senior management group.

#### What's your typical day like?

Busy! I could be at our base, Bay Tree House, seeing service users, out on a visit to a school to observe a young person, or at a meeting at a partner agency, such as social care. Mostly, I do all three in a day. As a team, we feel that it is important to be well linked in with the other agencies who work with the same service users as us, so we all spend quite a lot of time out in the community to achieve this.

#### What skills do you use in your job?

Compassion, empathy and kindness – for service users, colleagues and myself. It feels increasingly difficult to be positive when faced with such high levels of distress in our communities. As a manager, I have to juggle a lot of tasks and am constantly interrupted – which is a lot like when I am at home, being a mum. I am not a natural born multi-



tasker – just ask my team about my ability to minute and chair meetings at the same time!

#### What's the best thing about working here?

I work with a supportive and talented group of clinical psychologists, administrative, nursing and medical colleagues as well as a wider network of great allied health professionals. I am also lucky to work with a supportive, motivated and interesting senior management group. I feel really fortunate in the colleagues that I have around me.

#### What would your alternative career option be?

I would have been a midwife, but my husband always looks horrified when I say this because he tells me I would drop the babies. I mean... that's charming!

#### What do you do in your free time?

I have three children, all at school and busy with their interests, so it is good when we have time all together as a family. Ditto with my friends. I like going to the cinema and theatre, and to art exhibitions. I love to go walking in woods and natural places; this, and swimming, are important ways that I use to feel rested. Finally, I love reading – I couldn't live a day without it.

**To find out more about the work of our CAMHS teams visit: [www.behcamhs.nhs.uk](http://www.behcamhs.nhs.uk)**

## Specialist unit recognised for multi-agency approach to tackling stalking

**The Stalking Threat Assessment Centre (STAC) is a world-leading multi-agency specialist unit dedicated to tackling stalking. It builds on the work of the National Stalking Clinic (NSC) and Fixated Threat Assessment Centre (FTAC). STAC is a partnership between the Metropolitan Police Service (MPS), National Probation Service, the Suzy Lamplugh Trust charity, and Barnet, Enfield and Haringey Mental Health NHS Trust.**

Designed to be a centre of excellence, STAC offers a range of services from different agencies, all working together to combat stalking and protect victims across the whole of London.

STAC is supported by the Mayor of London as part of a Home Office Pilot scheme, the Multi-agency Stalking Intervention Program (MASIP), which also has sites in Hampshire and Cheshire. The initiative aims to improve responses to stalking across the criminal justice system and the health sector through rehabilitative intervention for stalkers. Ultimately, it is hoped that working with perpetrators can help to make victims of stalking safer.

The STAC's two year pilot aims to reduce reoffending and improve public safety; increase early intervention to reduce the risk of offenders becoming violent; improve the response to victims of stalking; and enhance communication and relationships between the police and other local services to help improve how information is shared. At the end of the pilot, the outcomes will be assessed and will be considered for a national roll out.

It is staffed by eight police officers, four mental health

professionals including a consultant psychiatrist, consultant clinical and forensic psychologist, clinical psychologist and mental health practitioners, an administrative case worker, as well as a probation officer and a victim advocate. There is also input from the Crown Prosecution Service (CPS).

STAC provides multi-agency reviews on all reported stalking allegations on a daily basis, and delivers input via a stepped care model of intervention. The aim of this is to ensure that value is added to the management of individuals engaged in stalking behaviour without duplicating the roles of the various professionals already identified to provide relevant input. To this end, the impact of the unit is in supporting professionals to understand and work more effectively with stalking behaviour by providing training, working in a targeted way with individuals through consultation with mental health teams, probation officers and police investigators.

STAC also seeks to address issues of fixation and obsession by ensuring individuals are identified early and receive treatment for mental illness where this is the main driver of the stalking behaviour. The mental health team do this in a variety of ways: they advise liaison and diversion services and custody suites, contact prison in-reach teams, provide inpatient and community teams with advice and consultation to support care planning and risk assessment.

BEH is at the forefront of working in threat assessment services and STAC is the latest development providing specific multiagency input to managing stalking behaviour. STAC has recently won the Collaboration Award at the Markel 3rd Sector Care Awards. The award recognised the extensive partnership between police, health, probation, CPS and 3rd sector advocacy. Sara Henley, Consultant Clinical and Forensic Psychologist, said: "It is a great achievement and has contributed to STAC being awarded mayoral funding for a further year."



L-R: Katrina Lahmann (BEH), Lisa Cohen (BEH) and Isobel Nye (Suzy Lamplugh Trust) at the Markel 3rd Sector Care Awards.

# Celebrating our nurses

2020 is the International Year of the Nurse and Midwife – a chance for us to shine the light on some of the amazing nurses who make up our diverse workforce. We asked some of our nurses what they love about their job – here’s what they had to say.



*“Nursing is about working with both your hands and heart. Helping others, being there, crying with them, at times having to be emotionally strong for them or their relative, being sad and happy together is all part of the joy of being a nurse – it’s the most rewarding and fulfilling job ever.”*

**Ennie Nyamangunda**  
Ward Manager,  
Barnet



*“I truly love being a nurse and the work that I do. I enjoy being able to find robust and creative ways to reduce inequalities between mental health and physical health to truly give our patients integrated healthcare. With the challenges of COVID-19 my typical day has seen some changes. The need for staff and patients to be supported with physical health and infection prevention control has always been important to promote holistic healing; but upskilling and supporting staff to manage the demands of the pandemic is also vital in ensuring the safety of all and to reduce the risk of infection.”*

**Emily Burch**  
Clinical Nurse Manager,  
Primary Care and  
Substance Misuse in  
Specialist Services



*“I have always been interested in helping people to function at their optimal level, irrespective of where they are on the continuum of health. So, when it was time for me to choose a career, nursing seemed to be the natural profession. Nursing is a very fulfilling career. The satisfaction of knowing that you are helping people to cope with their health problems in one way or the other is great.”*

**Esther Sofela**  
Physical Health  
Lead Nurse,  
Haringey



*“In this profession we can make a real difference; we can help people and families to move forward in their lives, to be seen and heard, and to have the best life that they can have. Being an advocate and ensuring that people have access to the same care and standing up for people with a learning disability is very satisfying.”*

**Gill Quigley**  
Learning  
Disability Nurse,  
Barnet



*“I became a nurse because I wanted to do something challenging and meaningful to contribute positively to people’s lives. I look after people at their most vulnerable point in their life when they are acutely unwell and it requires me to be caring and empathetic and to have compassion. Being a mental health nurse has helped me to work with people from diverse backgrounds and to empower them through their personal journey to recovery. Seeing them when they start getting better and are ready to move on with their lives is the most rewarding feeling ever.”*

**Fungai Newbaware**  
Deputy Ward  
Manager, Haringey,  
and Highly Commended  
Nurse of the Year  
2019



*“My role is to work in collaboration with colleagues to provide leadership, system oversight and coordination for services across Enfield to develop integrated pathways; and to work with service leads to bring quality assurance to the division. Being able to influence the care that is delivered to patients is the best part of my job. My role feeds into BEH’s Fit for the Future strategy, so everything I am leading on ensures our services are world class, fit for our community and are resilient.”*

**Thomas Dowle**  
Interim Head of Nursing  
in Enfield Community  
Services



## Shannon Ward at Edgware Hospital opens to patients

A state-of-the-art new ward has opened at Edgware Community Hospital. Shannon Ward is the new adult mixed acute mental health ward at the Dennis Scott Unit, previously known as the Avon Ward. The new ward comprises 15 bedrooms, all equipped with en-suite bathrooms.

Ward Manger, Muhammad Jaunbocus, said: “I am very pleased to have been involved in opening Shannon Ward. All our colleagues in Barnet have worked tirelessly with service users to ensure that the ward is specifically meeting their needs. The ward has very high-quality facilities and I thank all Trust colleagues who made it possible.”

### Service users had great feedback:

“My bedroom is very clean. It is self-contained and I like it very much. I have an en-suite bathroom to myself. I have a table and chair which I use for my work. The other thing is, I am able to charge my phone any time I want.”

“It’s an excellent, top notch ward.”

“It’s very nice and clean and very well looked after. It’s also bright.”



# Celebrating International Women's Day at BEH

The BEH Women's Network was established in 2019 to highlight issues affecting women in the workplace such as managing life outside of work, career progression and support from managers. The network organised an event to mark International Women's Day in March. As part of the celebrations, former patient, Shivana gave a powerful speech on what it is like being a young woman growing up and the obstacles she's faced.

I've been treated by the NHS over the past two years since I had my first seizure completely out of the blue during my sleep. The doctors thought that this might be a one-off event but when I had another one a couple of months later and then more and more, alongside dizzy spells, blackouts and fainting episodes, they knew something was up. They couldn't distinguish between vasovagal syncope, blackouts and epilepsy, since the results from my countless MRIs, ECGs, EEGs, tilt tests, reveal linq heart monitor and many other scans were inconclusive.

During my GCSEs in May 2018, I suffered from three large tonic-clonic seizures within two days and this was when I was first diagnosed with epilepsy and I was prescribed medication that doctors only wanted to use as a last resort as it is strong.

Epilepsy. Epilepsy. Epilepsy. It was like this giant obstacle that seemed to redefine me. I would say the acceptance of this type of diagnosis is the hardest part. Not just for me, but for my family and friends too. Everyone in your life has to readjust to almost 'accommodate' you and ensure that you don't encounter any danger. This is a big change for a 16-year old who used to be

so outgoing and independent.

Your family helps to make sure you are taking all of your medication, that you're not left alone while you shower or go down the stairs, for example. Your friends start splitting Uber fares with you instead of taking the tube or the bus; they come all the way home with you and watch you unlock the door after evenings out so that epilepsy doesn't take away the extrovert that is still in you.

You just feel like a burden. The psychological effects that epilepsy has had on me have been immense. The lack of control that you are suddenly faced with is hard, whether that is during a seizure or as a result of the drugs. It really is astounding how one tiny pill can change your sleep pattern so drastically, increase the frequency of your incredibly painful headaches, start to inflict memory loss and affect your school performance and then on top of this, cause extremely low moods and anxiety.

So, for me, seizures aren't necessarily the scariest part of having epilepsy. It is the fear of the unknown, the uncertainty and the worry about when the next one is going to happen without any prior warning; I tend to be more prone to

seizures when I am under a lot of stress or feel tired but tiredness and stress are quite difficult to control at present, since I am doing my A-levels.

To help with my stress and anxiety, my neurologist felt that it would be beneficial to have therapy and introduced me to a psychiatrist at Barnet Hospital. My psychiatrist has helped me more than words can even explain. In my first session, I was very confused about why I needed therapy and I found it very difficult to open up about how I felt. Having someone new to open up to made me feel vulnerable, yet over time, I would begin to leave the appointments feeling that I had progressed in some way.

We addressed the diagnosis head on but first, let out frustration about it. My psychiatrist helped me realise that it would be impossible for me to continue living my life as it was before, pushing myself to the very limit by doing so many extra-curricular activities. Acting, teaching, tennis, concerts at school, schoolwork – it was all too much for someone who does not get good-quality sleep (as a result of the epilepsy medication). She taught me to be kind to myself and not beat myself up for not getting the

great results in exams that I was getting before. We also worked on ways I could enhance my sleep or how I was feeling; she introduced me to a meditation app called Headspace which I still use every day. I started keeping two diaries: one to write down my highs and lows each day and one to keep a checklist as my memory loss meant I found it hard to keep track.

It was quite surprising to see how little people actually know about epilepsy. It can be draining to have to explain the condition and the recovery position to people over and over. Recognising a seizure can be challenging but to aid with this, I wear an epilepsy bracelet. The recovery position itself isn't actually complicated but many do not know what it is and this is something that I believe has to change. In fact, last year I had a seizure in my biology class and my teacher was startled, she

didn't actually know what the recovery position was although she knew about my condition, so others in the class helped instead. After this event, I made sure to print some booklets for my friends and teachers.

Since being treated at Great Ormond Street Hospital and doing work experience there, I know that I want to be a doctor. But first, I plan to take a gap year where I can do as many hospital placements as possible and work on my independence to prepare myself for university! During this gap year, I will continue educating others about epilepsy and perhaps even set up a support group myself.

Being an NHS patient has taught me that the psychological treatment you receive is arguably even more important than the physical treatment for your condition. However, the treatment I have had from NHS multi-

disciplinary teams has been exceptional – I have been in and out of ambulances and to A&E countless times: the paramedics, the nurses, the doctors, the whole service is outstanding. It is difficult because I have just turned 18, so I have to suddenly stop seeing any paediatricians that I have been seeing over the last two years. I would say the journey towards good health, mentally and physically, is one that is difficult. Having the courage to talk to someone who is prepared to listen really is the first step forward.

When I first started therapy with my psychiatrist, we both initially described epilepsy as this monster and this shadow that would lurk behind me. Now, a year later, I see it as something completely different; I see it as part of my identity, something which has made me the individual that I am today.

Staff at BEH making pledges to support women.



# *Words of Recovery* is a collection of poems, writings and quotes by service users of St Ann's Hospital, Haringey



## Thoughts for another

Every rainfall was a teardrop,  
I'll go back to heaven and  
bring you back,  
I've been in dark nights, in the  
darkest place,  
And had a glimmer of light.  
In the darkest light,  
I love God for protecting and  
loving me forever,  
God bless everyone.

## Stigma

Treat everyone with respect,  
everyone is born with gifts  
and talents, your true friends  
are with you when you are  
feeling lonely and neglected,  
go to your friends who cry  
with you, ignore the ones  
who laugh at you, everyone  
needs love and care...

## Dear past, present and future me

Life is about experiences and  
that includes struggles along  
with all the positive things  
that will happen. Never give  
up; nothing is too old or  
too late. Be happy and be  
free. Do what you want,  
when you want and don't  
worry about social norms or  
chitchat (talk, gossip). You  
know who you are the good  
bad and ugly. Everyone has  
a time and can relate to you  
somehow someday. Be kind,  
but don't waste your time.

## Everything is going to be alright tomorrow

According to Faithless,  
to Maxi Jazz.  
And yes, it is 'going to be  
alright tomorrow'.  
The thought gives you  
something to look forward to.

## The most important thing to me

The most important thing to me  
is my life and getting well...  
Appreciation.  
My children, my life, my  
animals.  
Equality.  
Unconditional love.  
I place a lot of importance on  
treating others with respect.  
The happiness of those I love.

*"You are not alone"*

*"When words fail, music speaks..."*

Many of our former service users go on to achieve great things after therapy and recovery. Paul Collier is one such example – he has written a book!

## A romance with furniture history: Ex-service user of BEH publishes a book

The book, *Harris Lebus: A Romance with the Furniture Trade*, explores the complete history of the furniture manufacturer, Harris Lebus from 1840 to 1970. Lebus furniture was an iconic brand and the firm's influence extended globally. The factory was located right here in Haringey at Tottenham Hale from 1901 to 1970.

Supported by both Bruce Castle Museum (Haringey Archive and Museum Service) and members of the extended Lebus family, Paul has produced a book of 80,000 words and which is fully illustrated with over 200 photographs and images.

This is a fantastic achievement for Paul after emerging from his alcohol addiction, although the journey was not an easy one.

Paul says: "The project has taken 13 years, on and off. This time frame was lengthened, in part as a consequence of my relapse into alcohol addiction which endured for around five years. Through an additional two years of treatment and recovery provided by local services, I was enabled to deal with addiction and manage sustained abstinence."

This was the second time Paul turned to alcohol treatment and recovery services for help. He first used HAGA (Haringey Advisory Group on Alcohol) during the mid-nineties, and was

abstinent until his relapse in 2011. BEH was there to support him when he came to us for help the second time.

"I am so grateful for local support services which helped me enormously to get to where I am now. I am chuffed my book project is now reaching fruition," Paul adds.

Paul's romance with the Harris Lebus story began in 2007 when he moved to his flat in Ferry Lane estate, N17. "I had never heard of Harris Lebus furniture before, but I noticed tell-tale signs that there was an industrial past before the estate was built. One of the clues was at the top of the estate where a Victorian wall finishes with one solitary gatepost. I later learned this was once the top step to the entrance to the 'largest furniture factory in the world'.

Paul then notes an interesting coincidence: "On the day I moved to the estate, 22 September, I found out that 100 years ago, to the very day, Harris Lebus was laid to rest, having died on 21 September 1907."

Paul managed to track down Harris' grandson, Oliver Lebus, who was the last member of the family working at the factory when it closed down. A special relationship grew out of their meeting in 2008 and Paul was able to explore Oliver's personal business and family archives to write his book.

Oliver died the following year. Paul has dedicated the book in his memory.

Paul is now also very active within BEH's clinical governance dual-diagnosis group and co-production work. "Drug and alcohol support services are so important to maintain," Paul says. "Often, mental health and substance use go together, and the clinical governance group both recognises and responds to this."

Paul then goes on to explain that his long-term ill health also affects his mental wellbeing, and he is unable to work.

"It's important to keep busy and mentally active. This is why I asked to work with the governance group to bring a service user perspective and help develop sustainable co-production," Paul adds.

Paul has always been an advocate of service user involvement. He initially did voluntary work with older people and then forged a career in public sector services across London. Invariably his work steered him towards the older generation – he was strategic planning officer for older people's services in Southwark and chief executive officer for Age Concern Harrow.

Paul also likes to explore his artistic side and in 2004 he achieved a childhood dream and graduated with a BA in fine art from Middlesex University. Shortly afterwards his abstract expressionist style won him the 21st century painting of Bruce Castle Museum competition, which now forms part of their permanent collection. Since then, Paul has exhibited his artwork across London. With a flair for interior design and an interest in mid-century design, it is perhaps no surprise that Paul should write a history book about a manufacturer of furniture. While Paul leads a quiet life, he can now add author to his list of personal achievements.

*Harris Lebus: A Romance with the Furniture Trade* is available from Libri Publishing.



Oliver Lebus and author Paul Collier

# CELEBRATING EXCELLENCE

Many congratulations to all winners and highly commended staff who were recognised for their achievements and commitments during 2019's Celebrating Excellence Awards event.

We had an impressive number of nominations – over 300 entrants for the awards across nine categories. A very special mention must also go to our 23 Long Service Award Winners who in total have notched up 770 years of service and experience between them!

## Claire Ewart Graham Chief Executive's Award



Claire Ewart Graham, from Specialist Services won the Chief Executive's Award for her dedication, commitment and calm demeanor during a critical incident.

## Maria Christodoulou Supporting Star (Non-Clinical)



Maria, who works as an Administrator in the Enfield South Locality Team, is our non-clinical Supporting Star of the Year. She has been working for BEH since 1994 and was recognised by her colleagues for the "smile with which she meets all visitors." Maria said: "The best part of my job is trying to help patients. Although I don't give them injections or advise them, I think a friendly face at reception always helps to brighten anybody's day."

## Jennifer Simmons Supporting Star (Clinical)



Jennifer, our Peer Support Community Engagement Worker at Somerset Villa, works with enormous energy to support service users in transitioning to the community. She is our non-registered clinical Supporting Star of the Year. She said: "I feel I have the best job in the Trust. Every day is varied and different. I come into work thinking about how I can make a positive difference to each service user I come into contact with on my ward and be a valued member of the team. The best part of my job is being a role model of hope, aspirations, change and recovery for our service users. Seeing a service user going back into the community mentally prepared to make that change of recovery is truly rewarding."

### Ennie Nyamangunda

Manager of the Year



Ennie leads with compassion, respect and positivity. Ennie joined Team BEH in 2002 as a University of Hertfordshire student nurse. She now works as a Ward Manager at Ken Porter Ward in Barnet. She said: "I didn't think I'd win. When my name was called out, I was a bit tearful as I felt humbled to be nominated the Manager of the Year. Instantly I thought of the other managers out there and I was happy to receive the award on behalf of them all. I was really pleased to be the winner after three successive years of being nominated in this category."



### Katherine Mifsud

Newcomer of the Year



Katherine, Child and Adolescent Psychotherapist, joined the Neo-Natal Ward in Barnet Hospital in November 2018 and quickly showed incredible dedication to her work. She said: "I feel incredibly proud of my team and the work we carry out in the hospital so it was a real privilege to be given the award for this work. It has been a confidence boost since finishing a very long training and newly qualifying as a Child and Adolescent Psychotherapist! I am passionate about my work in the Neo-Natal Ward in Barnet Hospital and enjoy this side of my job the most. There is a great need for psychological input due to babies being born very early and unwell. It is a large ward and there are always many referrals for support needed."

### Lucy Mackenzie

Nurse of the Year



Lucy, our Nurse of the Year, was recognised by her colleagues for being compassionate and caring.

Lucy has been working for the Trust for 27 years. She completed her training at Friern Barnet Hospital and came to BEH when the hospital closed down. She now works in The Oaks, Chase Farm Hospital where she provides care and support to older adults.

She said: "The best part of my job is all the different people that I meet; interacting with them and helping them to get better and return to their lives. I like that every day is different and you never know what challenges you will face. When you go home after a shift, you feel that you have made a difference to someone's life. It's an amazing feeling. When I found out that I had won Nurse of the Year Award, I felt really honoured and very pleased that my colleagues had taken time to nominate me. It made me feel valued and happy that I am appreciated."



## STAFF AWARDS

### Helen Moorey Doctor of the Year



Helen Moorey works in Enfield and was nominated for her willingness to hear the views of other and provide assistance whenever needed.

### Godelieve Makay Care Professional of the Year



Godelieve was recognised by her colleagues and service users for showing exceptional empathy at all times towards her patients since joining the Trust. She said: "I felt honoured that the work I am doing as a Social Worker on the Eating Disorders Services has been recognised as good enough for a nomination and a win. The Award means that I will continue to improve the quality of work for my team, the entire Trust and myself."

### Cardamon Ward Diamond Team of the Year (Clinical)



Cardamon Ward at Chase Farm Hospital is the Trust's clinical Diamond Team of the Year. They were recognised for hosting a committed and compassionate team who never fails to impress in their resilience and knowledge of their patients. Service manager, Tonderai Dzingai said: "The team felt overjoyed and instantly sprung into a jubilant dancing mood to go up to the stage. They really felt appreciated for the work they do to improve patient care."

### Finance Team Diamond Team of the Year (Non-Clinical)



The Finance Team were recognised for the commitment and hard work that they showed while implementing a new system that meets the needs of the Trust.

## Juniper Ward Living Our Values



Juniper Ward at Chase Farm Hospital were nominated for their successful Quality Improvement project which has resulted in a reduction of verbal, physical aggression and overall violence.

### Winners and Highly Commended

#### Newcomer of the Year Award

Winner **Katherine Mifsud, Barnet**  
Highly Commended  
**Amina McFarlane, Zoe Kara and Ruth Mani**

#### Supporting Star Award (Clinical)

Winner **Jennifer Simmons, Enfield Mental Health**  
Highly Commended  
**Beth Pontin and Chibuikwe Ikwubuo**

#### Supporting Star Award (Non-Clinical)

Winner **Maria Christodoulou, Enfield Mental Health**  
Highly Commended  
**Julie Canton, and Ivie Iriowen**

#### Care Professional of the Year Award

Winner **Godelieve Makay, Specialist Services**  
Highly Commended  
**Hannah Stringer and Sateesh Palanisamy**

#### Nurse of the Year Award

Winner **Lucy Mackenzie, Enfield Mental Health**  
Highly Commended  
**Michelle Pereira Dos Santos and Fungai Nembaware**

#### Doctor of the Year Award

Winner **Helen Moorey, Enfield Mental Health**  
Highly Commended  
**Sherine Mikhail and Hilary Scurlock**

#### Manager of the Year Award

Winner **Ennie Nyamangunda, Barnet**  
Highly Commended  
**Tina Read and Olu Ajiga**

#### Diamond Team of the Year Award (Clinical)

Winner **Cardamon Ward, Specialist Services**  
Highly Commended  
**Haringey Older Peoples and Project Future**

#### Diamond Team of the Year Award (Non-Clinical)

Winner **Finance Team, Corporate**  
Highly Commended  
**Single Point of Access Team and Medical Education Team**

#### Living Our Values Award

Winner **Juniper Ward, Specialist Services**  
Highly Commended  
**CHAT Team, Project Future and Chantelle Douglas**

#### Chief Executive's Award

Winner  
**Claire Ewart Graham, Specialist Services**

### Long Service Award Winners

50 YEARS

**Pat Kellman  
Afroz Pavadey**

40 YEARS

**Noreen Cappelis**

30 YEARS

**Kim Adams  
Anna Asprou  
George Balaney  
Jaden Biggs  
Jane Davie  
Rani Dey  
Dawn Foyle  
Paula French  
Rhona Hamilton  
Gemma Hart  
Judy Jenner  
Diane Katz  
Bessie Laryea  
Lesley Lever  
Lesley McCarles  
Mary Murcott  
Colman Pyne  
Raj Rama  
Annette Richards  
Urmila Shah  
Candy Thompson**

# TOP TWEETS



**Barnet, Enfield and Haringey** 🏳️‍🌈 xx 🏳️‍🌈 xx 🏳️‍🌈 @BEHMTNHS · Jun 1  
 Today marks the start of #PrideMonth and here at BEH we value inclusivity, we're really proud of our diverse workforce, and recognise the contribution that LGBTQ+ people continue to make to our patients, #TeamBEH & the wider community – especially during these difficult times! 🇬🇧



**Barnet, Enfield and Haringey Mental Health** @BEHMTNHS · Feb 14  
 This February we're celebrating our amazing staff who go above and beyond to provide great care to our service users #LoveYourNHS #TeamBEH



**Barnet, Enfield and Haringey Mental Health** @BEHMTNHS · Feb 14  
 Just about to get started at our second workshop of the week on redesigning our community mental health services. Another great turnout! #MentalHealth #TeamBEH



**Barnet, Enfield and Haringey Mental Health** @BEH... · Dec 11, 2019  
 Here is a sneak preview of our Shannon Ward opening at Edgware Community Hospital next week.



# YOUR COMPLIMENTS

## What you've been telling our staff

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:

"The CAMHS service is there to assist and support young children and families, previously I felt neither. Harriet changed my view on the service. She has assisted my child both practically and provided support. She actually listened to our concerns and gave practical advice, followed up on her care at school when they were being unsupportive. Harriet went the extra mile and I felt she care about my child's outcome."

**Carer, Enfield CAMHS**

"In my final weeks of the programme I went down to Green Lanes for fish and chips and a photo was taken of me grinning down at my plate. Whenever I see it, I'm reminded of how far I've come, how much I'm able to achieve and that recovery from an eating disorder is both absolutely possible and absolutely worth it. I hope you're able to come away from the programme with your own equivalent. You've got this."

**Patient, Eating Disorders – Day Programme**

"A huge thank you for your kindness, wisdom, honesty and humour over the last five months. I've had a fair few therapists in my time so I consider myself something of a connoisseur and you are the first I really clicked with. Your passion for your work is evident, the NHS is very lucky to have you! Through our sessions, I understand myself better. I think it's bonkers I can't keep seeing you in Outpatients but count myself very lucky to have been in your care, and am going back into the world much better equipped as a result."

**Patient, Phoenix Ward**

"Staff has ensured my house was safe for me to be discharged to. They also supported me to gain my confidence and independence."

**Patient, Capetown Ward**

"Thank you for looking after me so well in Magnolia"

**Patient, Magnolia Unit**

FOLLOW @BEHMTNHS

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

# Quiz



## Can you name these inspiring women?

Answers are below.

J Yvonne Coghill, Director of the NHS Quality and Diversity Council, Vice President of the Royal College of Nursing  
 K Marie Curie, first woman to win Nobel prize known for her huge contribution to finding treatments for cancer  
 L Natalie Fox, Chief Operating Officer at BEH  
 M Elizabeth Blackwell, British physician and the first woman on the Medical Register of the General Medical Council  
 N Michelle Obama, lawyer, author of Becoming, and former first lady of the USA  
 O Perana Issar, Chief People Officer, NHS and champion of women and girls  
 P Florence Nightingale, British social reformer and statistician, and the founder of modern nursing  
 Q Sheryl Sandberg, author of Lean In, billionaire, and Chief Operating Officer of Facebook  
 R Ruth May, Chief Nursing Officer for England, National Director at NHSE  
 S Mary Ainsworth, American development to finding treatments for cancer on attachment theory  
 T Melanie Klein, psychoanalyst, famous for child analysis, primary figure in development of object relations theory  
 A Marie Stopes, founder of the first birth control clinic in Britain  
 B Jacinda Ardern, prime minister of New Zealand  
 C Samantha Allen, CEO and Chair of Health & Care Women Leaders Network  
 D Catherine Jervis, Non-Executive Director at BEH  
 E Emmeline Pankhurst, activist who organised the suffragette movement and helped women get the right to vote  
 F Rosalind Franklin, scientist who discovered the structures of DNA  
 G Rebecca Lee Crumpler, first African-American woman to become a doctor of medicine in the USA  
 H Greta Thunberg, Swedish environmental activist  
 I Ruchi Singh, Non-Executive Director at BEH



# 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 who want to work in mental health, with older people and with children**
- **Registered general nurses**
- **Speech and language therapists, occupational therapists and physiotherapists**
- **Clinical psychologists, counsellors and community mental health practitioners**
- **Doctors**
- **Administrative staff and finance officers.**

We also often have vacancies for support staff such as porters, maintenance workers and housekeepers who keep things ticking over.

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

Chief Nurse, Amanda Pithouse, says: "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)