Introduction from the Chief Executive

Welcome to our first 2017 issue of CPFT News.

At the start of this new year, I wanted to thank all our staff for their hard work over the last 12 months. These efforts mean that our Trust has managed to care for more patients whilst still innovating and improving our services.

A few of the many highlights of our achievements during 2016 included:

In our Older People’s and Adult Community Directorate, the breadth and quality of the work is continually recognised in patient feedback; and the efforts of the Joint Emergency Team and Neighbourhood Teams continue to have a positive impact on the number of emergency admissions to local acute hospitals.

In our Adult and Specialist Mental Health Directorate we have the shortest length of stay for patients of any mental health Trust in our region; the figures for restraint have been reduced to zero in some areas; and there is the continued success and quality of our Psychological Wellbeing Service.

In the Children, Young People and Families Directorate, the work to drive down waiting lists continues; and our Health Visiting Service has been rated as one of the best in the East of England.

Our research work continues to attract attention at home and abroad; our recruitment programme is attracting experienced staff and apprentices to our Trust; and there are great examples of successful partnership working, including the introduction of mental health staff based at the police headquarters in Huntingdon, and the Mental Health Vanguard project with MIND, which includes 24/7 advice via the NHS 111 helpline and two Sanctuary buildings for those in mental health crisis.

I could list many more achievements from 2016, and there are many exciting plans for the year ahead.

Of course, there will be challenges. We are working with all the local health partners as part of the Sustainability and Transformation Programme to improve health and care across Cambridgeshire and Peterborough. Turning
proposals into a reality will be the real challenge for everyone involved but as has been proved over the last 12 months - both internally and across the local health system - working together for the benefit of patients can produce extraordinary results. The Older People’s and Adult Community Directorate has led the way on integration of services but our other services are not far behind as the examples above indicate.

I feel very proud that the Trust is moving towards the goals set out in our strategy for collective and collaborative leadership, which will be so important for our patients in a time of change and financial stricture.

Thanks again to all our patients, partners, staff and colleagues for everything you have done in 2016, and here’s to a happy and healthy 2017.

**Trust praised in governance review**

CPFT has been praised in a “well-led governance review”, undertaken by Deloitte at the end of 2016.

NHS Improvement (formerly Monitor), the body responsible for regulating NHS Foundation Trusts, expects Trusts like ours to carry out reviews like this every three years.

Its review looked at four areas:

- Strategy and planning
- Capability and culture
- Process and structures
- Measurement of Trust performance.

While no overall ratings are given for reports like this, we are pleased with the comments given by the assessors. In particular, they praised the:

- Understanding of the Trust’s values
- Emphasis on compassionate care
- Engagement with colleagues and service-users
- Positive focus on quality and patient safety
- Open and honest culture among staff
- Commitment towards learning and development.
The assessors made a number of recommendations which the Executive team will consider and progress via an action plan. They included:

- Training in risk management to be implemented across the Trust
- Continuing the process of appointing associate directors to improve leadership and support of staff
- Establishing a new directorate leadership forum through which improved learning, best practice and current issues can be shared
- A review of the Performance Risk Executive to ensure consistency across all directorates.

Director of Nursing Melanie Coombes said: “Once again, we would like to thank all those who took the time to speak to the assessors, answer a survey that was sent to staff, and join a number of forums held across the Trust.

“Overall, the findings of the assessors complement our Care Quality Commission report and this puts us in the top quartile of Trusts. The review will help us continue our ongoing work to improve standards for the benefit of our patients.”

**CPFT in top ten for its commitment to carers**

CPFT has been recognised as one of the top ten community NHS Trusts in England for supporting carers, after being awarded two gold stars by a national scheme.

The Trust signed up to the Triangle of Care last year, which was set up by the Carers Trust and the National Mental Health Development Unit to strengthen the involvement of carers and families in care planning, treatment and support. Since then it has carried out a detailed self-assessment and developed action plans to demonstrate how it is involving and supporting carers, as well as promoting the important role they play and further improving services for carers.

Trusts who join the membership scheme and complete the appropriate stages for their organisation receive an award to recognise their commitment. For mental health Trusts this is up to two stars and for Trusts like CPFT that are integrated there is a third star. CPFT is currently one of just ten NHS Trusts with two stars.
CPFT has received the first for completing stage one, which means it has self-assessed its mental health inpatient and crisis teams, and then committing to improve. The second is for completing self-assessments for its community mental health services, such as learning disability, older people and dementia and substance misuse.

Aidan Thomas, Chief Executive, said: “Census figures in 2011 show that more than 60,000 people in Cambridgeshire and more than 17,000 people in Peterborough reported they were providing some level of unpaid care. We know that carers are often essential partners in support and recovery and we are able to offer support to them, which is why the progress we’ve made since we joined the scheme is so important.”

**New service to put mental health staff in your GP surgery**

A new service being piloted across GP surgeries in Huntingdon will be rolled out across the county in the spring and will put specialist mental health staff in local practices.

The Prism service (primary care service for mental health) has been running since August in six GP surgeries. Those patients with moderate to high mental health conditions can be seen quickly by specialist mental health staff. Our Prism staff are also there to provide GP practice staff with specialist mental health advice on patient care.

So far, the response from GPs and patients during this trial has been extremely positive. Patients are being seen much quicker and are able to access support more effectively.

Having Prism staff in the local surgery means patients get the right care at the time by the right person in the right place. Prism staff can help manage mental health illnesses and signpost patients to other services (including secondary services) if needed. Prism not only helps those who visit their GP for the first time with a mental health illness; the service can help those patients with longer-term mental health needs to manage their illness. Our aim is to try to prevent patients from being re-admitted back into hospital.
**Trust schools given “outstanding” rating**

The education of youngsters admitted to wards at CPFT and Cambridge University Hospitals NHS Foundation Trust has been declared ‘outstanding’.

Ofsted recently visited Cambridge to see schools at the three young people’s inpatient units - the Croft Child and Family Unit, the Darwin Centre for Young People, and the Phoenix Centre - at CPFT’s Ida Darwin site and at the C2 and D2 wards at Addenbrooke’s Hospital. It is the third time in a row the schools, which are collectively known as the Pilgrim Pupil Referral Unit, have been given the ‘outstanding’ rating.

Head of the schools, Amanda Morris-Drake, received particular credit for her leadership, described by inspectors as “calm, unassuming, thorough, understanding and robust.”

She said: “I am delighted with the inspectors’ verdict. This is a very special place to work. It takes a real team effort to ensure all the pupils we support get the very best education possible when they are away from their usual schools, and it’s fantastic that this has again been recognised.”

Numbers of pupils can vary depending how many young people are admitted to the wards, but 18 staff teach about 50 pupils per day. Pupils range from four-years-old to 18-years-old, and lessons broadly take place between about 10am and 3pm, and are fitted around clinical treatments.

Mrs Morris-Drake, who is employed by Cambridgeshire County Council, said: “The length of time pupils are with us can vary enormously from a few days to a number of months. We work very closely with the pupils’ schools and with their parents while they are with us to ensure their academic progress is maintained. We also work very hard on their emotional wellbeing as well, so they have the confidence to return to their home schools after they have been away.”

Rob Bode, interim modern matron for the Croft, Phoenix and Darwin wards at CPFT, said: “The inspectors particularly praised comments from parents about the links between health and education. Clearly that is something that is vital to the work of staff at the pupil referral unit, and the feedback shows how well that is working. I am delighted for Amanda and all her staff.”
**CPFT’s “Promise” goes global**

A CPFT project that aims to end the use of physical restraint on mental health patients found itself at the World Psychiatric Association Congress in Cape Town recently.

September 2016 was the first month that as a Trust we recorded zero incidents of prone restraints. This has been an incredible journey for CPFT staff.

Dr Manaan Kar Ray, Clinical Director of CPFT’s Adult and Specialist Mental Health Directorate, presented the project’s findings in South Africa.

He said: “Creating resilient communities, fighting stigma and changing culture are all ways to help people develop resilience and maintain their well-being. Empowering individuals who experience mental health challenges to take control, recognise the first signs of illness and seek help at the earliest opportunity can pre-empt relapse. If support is needed, it should be readily accessible and person centred to help the individual reconnect with hope, re-establish their identity and reduce the time spent unwell.

“What we do in the community has a major impact on the outcome of what happens on our inpatient wards.”

**Trust visitors**

Key health colleagues have visited the Trust recently at two events for staff. The importance of social workers in mental health was the key theme at a Social Work Forum in December. Guest speakers were Lyn Romeo, Chief Social Worker for Adults at the Department of Health and Ruth Allen, Chief Executive of the British Association of Social Workers.

And Suzanne Rastrick, the Chief Allied Health Professions Officer for NHS England, praised staff when she visited CPFT. Her visit formed part of an event to celebrate the work of the Trust’s Allied Health Professionals. In her speech, Suzanne challenged AHPs to help “transform health, care and wellbeing”.


Hospital at Home donation

Fundraisers have been praised after donating £150,000 towards the Hospital At Home service in Peterborough. Hospital At Home, which is run by CPFT, provides palliative care for patients in their own home rather than having to receive care in hospital. Staff provide care in the day as well as a night-sitting service to patients. Hospital At Home also provides rehabilitation services, such as physiotherapy. Aidan Thomas, Chief Executive of CPFT, said: “I would like to thank everyone involved with raising this incredible amount of money. It will be used to continue to help patients who receive care from our Hospital At Home staff.”

Liaison and Diversion service gets £750,000 boost

CPFT has received a £750,000 boost to improve the health assessments of people who have been arrested or are facing the courts.

Staff from CPFT’s Liaison and Diversion Service (pictured above) work with people who enter the criminal justice system, providing assessments for vulnerabilities such as mental ill-health or learning disabilities.

They can also offer support with other issues such as housing problems and financial concerns and signpost them to services run by CPFT or a range of partner organisations such as Cambridgeshire Police, local authorities and third sector organisations.

The investment will mean the team will increase from four members of staff to 19 and enable hundreds more people to receive support. The team will be based at Peterborough, Huntingdon and Cambridge Magistrates’ Courts, as well as Thorpe Wood Police Station, Peterborough, and Parkside Police Station, Cambridge, 12 hours a day, seven days a week.

They will also be at Huntingdon and March police stations during opening hours. The move is part of a £12million additional Government investment in Liaison and Diversion services across the country.
**CPFT research showcase**

A free event will showcase how CPFT research is breaking new ground. It will take place on 30 March, from 5pm to 8.30pm, at CRUK Cambridge Institute, at the Addenbrooke's Hospital site. The event will explore the pathway from idea to research project; hear from world leaders on mental health, dementia and frailty, and learn how CPFT research is contributing to new interventions and services. More details can be found at https://cpftresearch.eventbrite.co.uk or call 01223 746009 or e-mail r&d@cpft.nhs.uk.

**Ida Darwin development plans**

CPFT has held an exhibition for proposals for the future of its sites at Fulbourn in Cambridge.

The exhibition took place ahead of the Trust submitting an outline planning application to South Cambridgeshire District Council for a residential development to be built on the 32-acre Ida Darwin site.

Originally constructed in the 1960s, many of the buildings are no longer fit for purpose and are increasingly costly for CPFT to maintain. Money raised from the sale of the site to a developer will pay for the Trust to move in-patient units and teams off Ida Darwin and relocate them to new facilities planned for the Fulbourn Hospital site next door.

Chief Executive Aidan Thomas said: “The site has been earmarked for redevelopment by the Trust for a number of years and has been allocated in the South Cambridgeshire Local Plan as a future housing site. We are very proud of our links with the Fulbourn area and we want to give local people the chance to view and comment on our proposals before we submit the outline planning application to the district council.

“Overall, we believe our proposals will bring benefits to the local community and will be an important step forward in the standards of both care and facilities for our patients and staff.”
First Response Service success

More than 1,000 people living in Cambridgeshire and Peterborough have accessed new crisis mental health services.

The First Response Service (FRS), run by CPFT, launched in October and gives those in mental health crisis the opportunity to get access help quickly, by calling the team on 111 and selecting option 2. Specially-trained mental health staff answer the calls, providing advice, support and signposting to other services available. FRS, which operates 24 hours a day, seven days a week, also links people directly with two new out-of-hours ‘safe-havens’ called the Sanctuary (see article below).

Dr Caroline Meiser-Stedman, clinical lead for the First Response Service, said: “We are pleased that we have been able to help so many people already. By making the service accessible to patient referral we are removing further barriers to people getting help when they need it most. It is still very early days, but we are encouraged by the feedback we are getting from the people who are using the service.”

Sarah Hughes, CEO at Mind in Cambridgeshire, said: “The Sanctuary services have already proved invaluable to many local people experiencing mental health crises – who otherwise would have had nowhere to turn to other than A&E. “There is no doubt as to the value of these services – most importantly to those in severe distress but also in terms of reducing the pressure on local emergency services. On this basis we very much hope to see confirmation of funding beyond the current end date of March 2017.”

Dr Emma Tiffin, clinical lead for mental health, Cambridgeshire and Peterborough Clinical Commissioning Group, added: “It is great that these services have been able to help and support so many people with urgent mental health issues. Feeling you have somewhere to turn to if you’re experiencing a mental health crisis is so important.

“The services have been developed as part of Cambridgeshire and Peterborough’s Vanguard programme – a national programme to improve emergency care - but if they continue to be this successful, they could be mirrored nationwide and provide support to even more people.”
New safe haven opens in city

CPFT and mental health charity Mind in Cambridgeshire have teamed up to offer a new safe haven for those experiencing a mental health crisis in Peterborough.

The Sanctuary allows people to get practical and emotional support. In May 2016, CPFT and Mind in Cambridgeshire opened a Sanctuary in Cambridge and 200 of people have received support so far.

Elaine Young, Associate Director for Service Integration at CPFT, said: “The opening of The Sanctuary is a really important milestone in improving care for those who are suffering a mental health issues. The Sanctuary offers people the chance to take a ‘time out’ in a non-medical environment rather than going to an accident and emergency unit which is often not the most suitable place for people to be but historically there has not been a suitable alternative. We have been very pleased with how The Sanctuary in Cambridge has been received and we are confident the Peterborough version will be equally successful.”

Open from 6pm until 1am, The Sanctuary in Peterborough is operated by staff from Mind in Cambridgeshire. The exact location is not being identified as referrals to The Sanctuary can only be made by a GP or another health professional or the police. Staff will offer people a listening ear, and can help them link up with clinicians from CPFT’s services, local authority and community-based services. People who use The Sanctuary cannot stay overnight.

“Wearing2Hats” campaign supports CPFT staff

A new project to help support staff with their mental health challenges has been launched at CPFT.

“Wearing2Hats” is a new forum providing peer support and a safe place to talk about colleagues’ own experiences and to feel safe to discuss work with people who have been through similar things. This anti-stigma campaign shows that anyone in any role could be affected by their mental health, and that’s ok. Even better, it could help them be a better NHS employee.
Chief Executive Aidan Thomas said: “We are so proud of the all CPFT staff members who have been brave enough to ‘come out’ to talk about some of their experiences and use their stories to challenge the stigma that is often encountered.

“The Weaing2Hats membership is growing each week with more staff feeling comfortable to come out and talk about their own experiences and who want to help the organisation to become a more mindful employer and one who truly values the rich lived experience of their workforce.”

You can read more about the campaign at www.cpft.nhs.uk/wearing2hats

**CPFT to go smoke free in 2017**

CPFT plans to go smoke free by October 2017. This means that smoking will not be permitted in any of our buildings, grounds, vehicles or car parks – and when staff visit patients at home they will ask them not to smoke.

Sarah Spall, smoke free project lead, said: “There’s a lot for the Trust to do to become smoke free, so we’ll be working in partnership with teams and wards to implement our plans and a staff conference is planned for March.

“Meanwhile we’re offering stop smoking clinics to staff whose New Year resolution is to quit smoking.”

For more information please contact SmokeFreeTrust@cpft.nhs.uk

**Trust diversity calendar for 2017 launches**

A diversity calendar for 2017 featuring members of staff from across the Trust has been published. The calendar lists a huge range of religious and cultural events.

Equality and Diversity Officer Sue Rampal said: “We are committed to the development of an organisational culture that promotes equality and celebrates diversity. Diversity and inclusion activities can take in many forms. Celebrating our differences, as well as our common interests, helps unite and educate us. From Diwali to Christmas, sharing food, music, and celebrations from around the world can be wonderful for team-building and a great way for colleagues at different levels of the organisation to connect."
You can view the calendar at [www.cpft.nhs.uk/about-us/equality.htm](http://www.cpft.nhs.uk/about-us/equality.htm)

**CPFT staff speak of their “Pride”**

As part of CPFT’s “Pride in Our Care” campaign, colleagues from across the Trust are revealing what they love about their roles.

The Trust’s Pride values stand for professionalism, respect, innovation, dignity and empowerment and staff have been involved in making short videos highlighting what they feel proud about in their roles at the Trust.

You can view all the videos on our YouTube channel at [www.youtube.com/user/CPFTvideo](http://www.youtube.com/user/CPFTvideo)

**CPFT expert’s top 10 tips to beat the winter blues**

A brisk walk in the fresh air, having fun with friends or taking up a new hobby are some of the many ways to lift your mood and beat the ‘winter blues’.

Ushma Patel, psychotherapist and team lead with the Psychological Wellbeing Service (PWS) at CPFT, says there are some simple and quick ways to blow away the winter blues. The first few weeks after the Christmas period can be particularly difficult with the end of the festivities, cold and dark days ahead and a depleted bank balance. For about one in 15 people who are affected by Seasonal Affective Disorder (SAD), the condition can impact on their energy, sleep patterns, appetite and mental health.

CPFT’s Psychological Wellbeing Service is available to anyone who is suffering from depression, anxiety and stress. Anyone registered with a GP in Cambridgeshire and Peterborough can self-refer to the service by visiting [www.cpft.nhs.uk](http://www.cpft.nhs.uk) or by calling 0300 300 0055.

Ushma said: “It’s quite common to feel down during the winter months. Symptoms such as low mood, oversleeping, increased appetite and loss of motivation during winter time may mean you are suffering from the winter blues or Seasonal Affective Disorder. This is something we can help with alongside the range of support we can offer for those suffering from stress, anxiety and depression.”
PWS’s phones are open 9am to 5pm, Monday to Friday, excluding Bank Holidays.

**Top ten tips**

Keep moving – exercise is important for your body and your mind. Spending time in the crisp fresh air with some vitamin D from the sun is what your body needs. Some people find light therapy effective for seasonal depression - a light box gives out 10 times stronger light than ordinary home and office lighting.

Get enough sleep – stick to a good sleep routine to ensure that you are rested as well as energised. Those dark mornings can be difficult to break through but it’s important that you stay motivated.

Keep warm – it’s been shown that staying warm can reduce the winter blues by half so curl up with a good book, get a cosy jumper on and enjoy a warm drink and perhaps create your own little house of ‘hygge’ – the Danish way of enjoying the moment and making the ordinary special or beautiful.

Balance food and drink – try to keep hydrated especially if you have had a tipple or two over the festive period. Eating a healthy diet at regular intervals is important in managing your energy and mood.

Think positive and let go of your worries – it’s the start of a new year so try to think of positive, achievable goals; how would you like 2017 to be different and better.

Have fun – go to that party or social event, even if you don’t feel like it. People often feel more lonely at this time of year so it’s important to be around those that appreciate you and want to be with you.

Plan something everyday – try to do something small everyday, an activity you enjoy - do something that makes you smile.

Talk it through – talking therapies such as those offered by CPFT can help you cope with symptoms of SAD.

Take up a new hobby or rekindle your interest in an old one - keeping your mind active with a new interest seems to ward off symptoms of the winter blues. The important thing is that you have something to look forward to and concentrate on.
If you think you might have SAD and you're struggling to cope, consider seeing your GP. They can carry out an assessment to check your mental health.

**CPFT Board meetings**

**Council of Governors**

- 12 April 2017: 5.30pm-8pm, The Fleet, Fletton, Peterborough
- 28 June 2017: 5.30pm-8pm, Conference Hall, Ida Darwin, Fulbourn

**Board of Directors**

- 25 January 2017: Elizabeth House, Fulbourn Hospital, Cambridgeshire, CB21 5EF (from 10am)
- 29 March 2017: Elizabeth House, Fulbourn Hospital, Cambridgeshire, CB21 5EF (from 10am)

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