Message from the Chief Executive

Welcome to our winter 2017 issue of CPFT News and my first one as the new Chief Executive of Cambridgeshire and Peterborough NHS Foundation Trust.

I’ve just passed my 100-day mark working for the Trust and I’m absolutely amazed at the dedication and drive of our staff. I’ve met many of them already and visited lots of services - but I’ve still got many more on my list. We run more than 70 different services in more than 50 locations but I’m making sure I’ve got time in my diary every week to continue my visits – something that’s really important to me.

During my first few weeks I held listening events with CPFT staff around the county to find out what life is like on both the frontline and behind the scenes. Colleagues were very open with me about what works well and what needs to be improved. The ideas I heard were sensible, practical and entirely realistic and these will be fed into our review of the Trust Strategy and our plans for delivery in 2018-19.

I have seen some brilliant services that have been truly patient-focused - it makes me excited for the teams I have yet to visit. Staff are really positive about embracing a culture of continuous quality improvement and are being increasingly empowered on how to best develop their services. This is so important at a time when demand for our services is so high and will increase as our population grows.

2018 will present its own challenges. We will also see more change in the NHS landscape next year with the Sustainability and Transformation Partnership (STP). The STP provides us with the opportunity to bring services closer together, working as a single health and social care system for the benefit of patients. CPFT is a key organisations in bringing the system together around the needs of our population.

It’s been an exciting year for CPFT and you’ll read about some of the many achievements over the next few pages.

I’d like to wish you a very happy new year and I look forward to working with you all - both inside and outside the NHS - in 2018.

Mental health crisis service gets £3m funding

A pioneering mental health crisis service run by Cambridgeshire and Peterborough NHS Foundation Trust is to continue after being awarded more than £3 million.

More than 14,500 calls have been received by the First Response Service in its first year – resulting in a fall of 21 per cent in the number of people visiting local accident and emergency departments.

The further 12 months of funding has been given to the service by the Cambridgeshire and Peterborough Sustainability and Transformation Partnership, the group made up of all local health providers and social care who are working together to improve local services.

Dr Caroline Meiser-Stedman, consultant psychiatrist and clinical lead for the First Response Service, said: “We are delighted that the service has been granted further funding. The fact that the team has dealt with so many calls demonstrates there is a very clear need for people to be able to access mental health help quickly and easily when they are in crisis.
“It has also meant they don’t have to go to accident and emergency departments which are often inappropriate for people with mental ill-health. People who are experiencing a mental health crisis in Cambridgeshire and Peterborough can contact the First Response Service directly by calling the 111 NHS emergency helpline and selecting option 2.

The service operates 24 hours a day, seven days a week to give people direct access to mental health advice and help them to avoid unnecessary visits to hospital. Overall in the first eight months, 1,400 fewer people have attended Addenbrooke’s, Hinchingbrooke and Peterborough City hospitals. About half of those would have been admitted to a ward.

The First Response Service also links people directly with two Sanctuaries - out-of-hours ‘safe-havens’ - run by mental health charity Cambridgeshire, Peterborough and South Lincolnshire Mind. One Sanctuary is in Cambridge and the other is in Peterborough.

**Primary care service rolls out across GP surgeries**

CPFT’s new Primary Care Mental Health Service has now rolled to nearly all GPs in Cambridgeshire and Peterborough (as of December 2017).

The new service puts mental health practitioners in GP surgeries so that patients with moderate to severe mental illness can access specialist advice and signposting in an environment they are familiar with.

Ree Wood, Service Manager for the service, said they were delighted with the response from practice staff and praised the hard work put in by CPFT staff. We hope by the end of 2017 that the Primary Care Mental Health Service will have a presence in all GP surgeries in the county. By providing greater support in primary care, the service will allow secondary services to focus on patients with the greatest and most complex needs.

“The feedback from GPs and their practice staff has been extremely positive so far. We know locally that a large proportion of adults with mental health illness are supported in primary care, which puts GPs under huge pressure.

“Having the service in your GP surgery means not only is it helping those who visit their GP for the first time with a mental health illness; the service can help those people with longer-term mental health needs to manage their illness.”

You can find out more on our website at www.cpft.nhs.uk/services/prism-service.htm
Stay safe this winter

CPFT is urging residents to be especially careful while out and about during icy winter weather.

Falls are the most common cause of accidental injury in older people and the most common cause of accidental death of people over the age of 75 in the UK. The costs of falls to the Cambridgeshire and Peterborough health economy is more than £32 million a year.

Jackie Riglin, Falls Prevention Clinical Lead at CPFT, said: “A fall can cause distress, embarrassment, pain, and loss of confidence and independence. We want older people to remain active and independent but our advice is also to take care when it is cold to reduce the risk of a fall.”

Tips for staying steady, especially during winter include Wearing sturdy, well-fitting suitable shoes outdoors; ensuring steps and paths are clear before you walk; if you feel unsteady avoid going out when icy; make sure rubber tips on the end of sticks have a good tread, and wrap up warm outside and stay warm at home, too.

Tracy leads Trust’s commitment to zero suicide

CPFT pledged its commitment to zero suicide following the launch of a new alliance at the House of Commons.

The Zero Suicide Alliance has been founded by Steve Mallen with the aim of eradicating or at least reducing the 6,000 suicides in the UK every year. The ZSA wants Trusts that provide mental health services to share best practice and encourage better understanding among the public about how to spot signs of mental illness.

Mr Mallen’s 18-year-old son Edward had some contact with CPFT before his death in 2015. Mr Mallen has been advising the Trust on a new zero-suicide strategy.

Following the launch, Tracy said: “CPFT is proud to be a member of Zero Suicide Alliance. As a Trust, it is our ambition to eliminate suicide for all those in our care. This is a challenging ambition, but we believe that suicide is not inevitable and that there are always ways in which clinical practice can be improved. Nationally, only 30 per cent of all those who complete suicide are seen by mental health services in the year before their death. So in addition to our own zero-suicide pledge, we are also committed to working with our partners towards eliminating suicide across Cambridgeshire and Peterborough.”

New psychological care for cancer patients

An innovative CPFT service to support the mental health of women with gynaecological cancers at Addenbrooke’s and Peterborough City Hospitals and funded by Macmillan has been launched.

The comprehensive psychological service, one of the first of its kind in the country, includes group and one-to-one therapies, and direct access to specialist psychology and psychiatry support for those with more complex or severe mental health difficulties.

It has been developed by experts from CPFT’s Psychological Medicine Service, which provides psychiatric care to those in acute hospitals, and the gynaecological oncology department at Addenbrooke’s, part of Cambridge University Hospitals (CUH).
One of the services offered is an eight-session course aimed at moving forward after a gynaecological cancer diagnosis and treatment. Women on the pilot course, all of whom had been treated for gynaecological cancers, said the group sessions gave them confidence in their abilities and the strength and energy to tackle life’s day-to-day problems.

Dr Annabel Price, CPFT Consultant Liaison Psychiatrist, said: “Gynaecological cancer and its treatment can be very traumatic and life-changing and the after-effects are as much psychological as what has happened to their bodies. Before we created this course with CUH and Macmillan, women would face struggling with how to manage the rest of lives alone without professional support.

“Now, with this new model of delivery, they have the tools and support to build their confidence and inner strength to do take control of their lives again. Our patients on the pilot course gave us very positive feedback. In the long term we plan to make courses like this more widely accessible to people living with and beyond cancer, with specialist support available for people with more complex psychological needs.”

**CPFT launches its new charity to help improve care**

CPFT has launched its new charity, Head To Toe. The charity will help to improve care for the 100,000 patients and service users the Trust supports every year – and has already run its first fundraiser, Steptacular, which took place throughout November.

Charity manager Clare Jones said: “We are delighted to launch Head To Toe because it really reflects the wide portfolio of services CPFT now offers. The Trust has changed enormously over the last few years - doubling in size in terms of the number of people who we care for and the number of staff we employ.

“CPFT has gone from being a mental health trust to one that now also delivers community care to people with long-term physical conditions. In addition, the Trust also provides social care services, children’s community health services in Peterborough, and is responsible for cutting-edge research.

“There has been a long tradition of people donating money to the Trust as a way of saying thank you to teams, wards and services they have been connected to. But with about one in eight people across Cambridgeshire and Peterborough now coming into contact with CPFT services each year, the time is right to launch the charity and give our fundraising a brand new focus.”

Head to Toe Charity will not replace NHS funding but will enhance how the Trust can support patients, service-users and its 3,900 staff. The charity has four key aims; care and treatment; hope and support; research and innovation; and raising awareness and understanding. Even before its official launch, Head To Toe had already supported a number of CPFT initiatives including:

A garden mural project for older adults with severe mental health conditions at the Trust’s Willow Ward at Fulbourn, Cambridge

A photography course run by CPFT’s Recovery College East aimed at inspiring hope and recovery for people with mental health conditions

A new family support group involving Kung Fu for children who are affected by brain injuries who are helped by the Trust’s Cambridge Centre for Paediatric Neuropsychological Rehabilitation (CCPNR) service.
To make a donation, start fund-raising or find out how the charity can help CPFT services, visit the website at www.headtotoecharity.org or call 01223 219708.

£4500 raised from Steptacular

Colleagues have helped raise more than £4,500 during the first major fundraising event to support Head To Toe. Throughout November, teams from across the Trust as well as colleagues from partner organisations took part in Steptacular. All those who entered walked, ran, and generally strolled as many steps a day as possible over the month. Charity Manager Clare Jones said: “I can’t thank everyone enough - this has been a brilliant start for Head To Toe. All the money raised from people’s registration fees and sponsorship will be used to support the fantastic work of CPFT.

“For some teams this has been a great way to get together and improve their wellbeing. Hopefully we’ll do it again in the spring of next year.”

We celebrate health and wellbeing at work

More than 500 people joined us at Duxford Air Museum on 10 October to help celebrate World Mental Health Day.

This year’s theme was “Health and Wellbeing At Work”, so CPFT - with colleagues from Cambridgeshire and Peterborough Clinical Commissioning Group, Cambridgeshire County Council and Peterborough City Council - provided staff with an opportunity to learn more about how to improve their own mental and physical health.

Recent NHS figures showed that nearly a third of fit notes issued by GPs are for psychiatric problems, and mental ill-health is now the most common reason for people to take time off work, ahead of spinal problems.

Dr Jorge Zimbron, consultant in adult mental health at CPFT, said: “It’s really important we care for our own staff as much as we care for our patients and service-users. Just because our frontline NHS staff care for those with long-term medical conditions or mental health issues it doesn’t make them immune from their own mental or physical health struggles.”

The event at Duxford was a huge success and those attending were able to hear presentations by Dame Carol Black, the country's leading authority on health, work and wellbeing, and Beth Foster, from internet giant Google.

CEO Tracy Dowling spelt out the Trust's commitment to improving the health and wellbeing of staff and said she recognised the pressures colleagues face on a daily basis. Tracy told delegates of her pride in the work of teams, and how she believes more can be done to support all employees.

The day also celebrated how organisations are working together across Cambridgeshire and Peterborough to provide integrated health and social care services. Attendees had the opportunity to visit stands and stalls and take part in a range of workshops like mental health first aid, live discussions and activities including mindfulness and yoga.

You can view a video of the day on our YouTube channel: www.youtube.com/CPFTvideo
Trust honoured for commitment to carers

CPFT has become only the second organisation of its kind in the country to be specially recognised for its work with carers.

Triangle of Care, which was set up by the Carers’ Trust and the National Mental Health Development Unit, has awarded CPFT with three gold stars.

The award recognises the work CPFT has done to meet the Carers’ Trust’s standards of ensuring all those looking after someone with a mental health condition are included, informed and supported. Since signing up to the Triangle of Care two years ago, the Trust has introduced a series of new measures to demonstrate how it is involving and supporting carers, as well as promoting the important role they play.

CPFT was awarded its first two stars for improvements to supporting carers of those with mental health conditions. The third star has now been given to the Trust for ensuring specialist community health services for adults and older people are also now part of the Triangle of Care scheme.

CPFT Chief Executive Tracy Dowling said: “The most recent census figures show that more than 60,000 people in Cambridgeshire and more than 17,000 people in Peterborough said they were providing some level of unpaid care. We know that carers we come into contact with 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.”

Since the Trust joined the scheme a carers’ charter, policy and strategy have been developed to set out what carers can expect from staff and services. For the second year running a conference was also organised with the Carers’ Trust during National Carers Week, to celebrate the valued work of carers and the organisations that support them.

Second print run of Carers’ Handbook

The CPFT Carers’ Handbook which launched in the summer has proved so popular that a second edition is already available.

The handbook is a practical guide for carers, families and friends and is part of CPFT’s commitment to work closely with all carers as partners in the Triangle of Care.

Some people have been looking after family or friends for years and do not recognise themselves as carers. This is why, at Cambridgeshire and Peterborough NHS Foundation Trust, we value the often life-long support carers provide and recognise carers as equal care partners. We want to offer as much guidance and reassurance as possible, to help you in your caring role.

For an electronic version of the handbook please visit our website at www.cpft.nhs.uk and click on the Carers tab at the top.
Patients praise CPFT services

Patients have praised community mental health services run by CPFT.

Scores given to the Trust by service-users for crisis care, care planning, and the help and information people have received have all increased in the last 12 months.

The findings have been published in the Mental Health Community Service User Survey 2017. Scores in the other categories of the survey including health and social care workers, organising and reviewing care, treatments and support and wellbeing have not changed but remain high.

Overall, 243 patients who received support over the last 12 months rated the Trust as 7.5 out of 10 for ‘experience’ and 7.2 out of 10 for ‘care and services’.

The survey of CPFT services was carried out on behalf of the CQC by Quality Health. The findings of Quality Health – which surveyed 85 per cent of Trusts providing mental health services in England – showed patients rated CPFT amongst the best in the country.

Patients gave the Trust a rating of 72.3 per cent up from 67.9 per cent on the previous year. The highest-rated Trust in 2017 scored 74.6 per cent.

CPFT work praised

New chair of NHS Improvement Dido Harding has praised the work of CPFT after visiting the Trust on Wednesday.

Just three days into her new role, Dido visited the Trust's Fulbourn HQ and met with Chief Executive Tracy Dowling, Medical Director Dr Chess Denman and Director of Nursing and Quality Melanie Coombes.

She then took a tour of Denbigh and Springbank wards meeting patients and staff. Dido said it has been "hugely inspiring" to hear and see about the work of the Trust.

Expanded JET service

CPFT’s Joint Emergency Teams are being expanded following an extra £3.5 million investment. The money is being spent on 20 extra JET practitioners, an expanded triage team and 40 integrated care workers to look after people at home. JET is an urgent response service that supports people over the age of 65 or those with long-term conditions in their home environment when they become very unwell and need urgent care, but do not need to go to hospital.

To refer call 0300 123 999 6 (7am-8pm, Monday to Friday; 7am-6.30pm, Saturday-Sunday). The expanded service will also begin full weekend staffing next year, which means that triage will operate 7am-8pm, 7 days a week.
Teams mark World Diabetes Day and £1.5m boost

CPFT staff marked World Diabetes Day - and a £1.5m boost to help even more people with the condition.

Recent Government investment in diabetes education and prevention across Cambridgeshire and Peterborough has led to the Trust recruiting more specialist staff and extra courses - run by CPFT - to help patients improve the management of their diabetes. The Trust is working closely with local commissioners, GPs, and Diabetes UK. There were events at Cambridge United and Peterborough United Football Clubs in November to promote the work that is going on across the area and to listen to the views of patients. Visit www.diabetes.org.uk for more information.

Chaplaincy video online

The Trust’s Healthcare Chaplaincy Team has released a new film about its work. The video, “CPFT Chaplaincy - Being Human Together”, has been unveiled as part of Healthcare Chaplaincy Week.

Senior chaplain John Nicholson said: "Healthcare Chaplaincy Week is a brand-new opportunity to let our colleagues and our partners in the communities around us know that CPFT has its own pastoral, religious and spiritual care service."

You can view the video on CPFT’s YouTube channel here: www.youtube.com/CPFTvideo

Artist Laura unveils mural at children’s unit

The finishing touches have been made to a colourful mural at The Phoenix Centre.

The sea-scape design, which took more than 30 hours to complete, has been created by Cambridge-based artist Laura Matine. Her work was funded by CPFT’s new charity Head to Toe, thanks to generous donations from families and patients to The Phoenix Centre.

The Phoenix Centre is a specialist inpatient and day-patient unit for the treatment of young people aged 13-18 years old with complex eating disorders. Laura hopes the mural, which is in the family dining room at the centre, will help create a relaxing environment during therapy sessions.

She said: “I wanted to create a calming space for service users and their families. There were lots of ideas from the service users about what the mural should be. A few of the young people mentioned how the room felt very ‘clinical’. It was their feedback which gave me the idea to create the seascape.”

Family therapist Enda Murphy said “They wanted somewhere uplifting and positive which is why they chose a seascape. It allows them to feel like they are in a different place. Laura’s work is exceptional and we would all like to thank her for the design she has created.”
Bike donation is fitness boost for CPFT patients and staff

The health of patients and staff at CPFT have been boosted by the donation of four mountain bikes. The bikes, along with helmets, have been given to the Trust’s Cavell Centre in Bretton Gate, Peterborough, by the city’s culture and leisure charity Vivacity.

Nora O’Shea, physical activities specialist at the Cavell Centre, which has mental health inpatient wards, day services for those with mental health conditions, and a specialist learning disability unit, said: “It’s really great that Vivacity has chosen to donate the bikes to us.

“The links between mental health and physical health are well documented and we do lots of activities with our patients and service users to help them improve their physical wellbeing from taking them through fitness programmes in our gym, trying different sports, walks and even gardening. The bikes will mean that we will be able to take people out and enjoy a trip to different local landmarks. We’ll also make them available to staff. Working here is demanding and stressful but our staff are really dedicated and we’re always looking at different ways we can improve their health and wellbeing.”

Volunteers play vital research role

People volunteering to take part in clinical trials across the local area are playing a vital role in the fight against dementia.

Dr Ben Underwood, consultant psychiatrist at CPFT, says that there are relatively simple changes that might help patients immediately and there are many drugs at advanced stages of development.

“There are about 800,000 people currently suffering from dementia in the UK and one in three of us will go on to develop the condition,” he explained. “This is a serious challenge, but there are reasons to be hopeful.”

“There are drugs in the pipeline with the potential to slow the disease down. None of these has been proven to work as yet, although some of the drugs being trialled here in Cambridge are some of the most advanced in the world. Age is the biggest risk factor for dementia, so as more of us live longer, ways to manage this disease of the brain will become even more important.

“Research we have helped deliver has already resulted in simple yet effective and positive changes. For example, we have looked at what we already do, and now know that memory assessment services increase quality of life and wellbeing in the people we see, as well as their carers.”

There are currently 18 studies involving more than 700 volunteers running at the Windsor Research Unit. Windsor is an outpatient clinical research unit at Fulbourn Hospital, part of CPFT, and part of the NHS’s research arm, the National Institute of Health Research.
**Sleep disorder drug boosts patients’ memory**

New research jointly sponsored by CPFT and the University of Cambridge has found that a drug used to treat excessive daytime sleepiness - narcolepsy - can improve memory in patients recovering from depression.

Dr Muzaffer Kaser, CPFT psychiatrist and lead author on the study, investigated the potential of modafinil to help people recovering from depression improve cognitive functions such as concentration, memory and attention. Almost all patients with depression experience problems in these areas. Dr Kaser said: “These results are very promising. GPs or psychiatrists often hear complaints of concentration or memory difficulties from patients with depression, but we are not good enough at treating these symptoms. Our study shows that modafinil may be a feasible option to tackle persistent cognitive problems in depression.”

Sixty patients aged between 18 and 65 years with depression completed memory, attention, and planning tasks after receiving modafinil or a placebo. The results showed that patients given a dose of modafinil experienced improvements in their memory, compared to those patients taking the placebo.

**CPFT backs campaign to raise awareness of sepsis**

Cambridgeshire and Peterborough NHS Foundation Trust has joined the campaign to raise awareness of sepsis.

The Trust backed World Sepsis Day recently, the campaign to recognise, avoid and treat the condition. Sepsis is the leading cause of death from infection around the world, despite advances in modern medicine like vaccines, antibiotics, and acute care. Millions of people around the world die of sepsis every year.

June Murrell, Sepsis Lead for CPFT, said: “I want everyone – whether they are a member of staff, a patient or service user, or a visitor to the Trust – to be aware of sepsis, how they spot it and how it can be treated. Sepsis is preventable and treatable but it’s all about early recognition. Our community teams who work with people in their own homes are vital in identifying anyone with sepsis. While we can’t treat it at CPFT we can all learn how to advise people to seek professional help at an acute hospital as soon as possible.”

According to the Sepsis UK website, adults should seek medical help urgently if they develop any or one of the following:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- It feels like you’re going to die
- Skin mottled or discoloured

Further information can be found at the Sepsis UK website: https://sepsistrust.org
Computer game developers get psychosis advice from CPFT

Staff and Recovery College East students at CPFT have helped develop an award-winning computer game which gives an insight into experiences of psychosis.

Professor Paul Fletcher, academic lead for CPFT’s adult and specialist directorate, together with students from the college acted as special advisors to Ninja Theory, the Cambridge-based company behind the game.

Hellblade: Senua’s Sacrifice uses state-of-the-art techniques to evoke the voices and visions which are experienced by those who live with psychosis, a mental health disorder that affects how a person deals with and makes sense of their world, often leading to distress and behavioural issues. In the game, the central character, Celtic warrior Senua, has mental health challenges which have been brought on by trauma. The game won three awards at the international Game Awards in December: Games for Impact, Best Audio, and Best Performance.

Prof Fletcher said: “Ninja Theory was committed to treating the question of psychosis with respect and honesty. It wanted to create a character who is beset by strange experiences, voices and visions but not someone who is defined by these experiences. I was also deeply impressed by the fact that they didn’t want to take an easy and simple path - they were willing to take on the challenge that psychosis is not just about hearing voices but rather reflects a whole different way of experiencing and making sense of the world and of one’s place in it.

“They were doing something that was risky but important, and potentially valuable in representing experiences that most people find deeply alien. The fact that they are doing so in a first-person subjective viewpoint in a game setting, which demands that the player fully engages with the experience rather than simply passively observing it, really excites me.”

Tracey Bartlett, Recovery College East Manager, said: “We were incredibly excited to be involved. The team who designed the game spent more than two years speaking to our students, getting their expert opinion. It really valued their lived experience. Mental health challenges are something we should all be talking about and this is something that will help to further reduce stigma and increase awareness.”

Ninja Theory spent three years developing the game including two years speaking to students at CPFT’s Recovery College East.

With bases in Cambridge and Peterborough, Recovery College East offers a wide range of courses to help people develop new skills or increase their understanding of their own or other mental health challenges and their pathway to recovery.

Find out more about the college at www.cpft.nhs.uk/about-us/recovery-college-east.htm