



Annual Review 2009/10

Wellbeing for life

CNWL NHS Foundation Trust is one of the largest trusts offering a wide range of health and social care services across 9 boroughs in central and north west London. This booklet reviews our activities in 2009/10 and outlines our plans for the future.

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About us

We specialise in caring for people with mental health problems, substance misuse and learning disabilities. The catchment area spans diverse communities, with over 100 first languages spoken containing areas of great affluence as well as sections with much deprivation.

Our vision

We help people improve their health and mental wellbeing.

We guide them on a shared journey to recovery and an improved standard of life through high quality care and individual support.





Our values

Dedication

By helping people understand what can be done to improve their health and mental wellbeing, we empower them to improve their overall quality of life and to live independently within their communities.

Empowerment

We will involve people in their care plan and treatment, working closely with them, their carers and families to create practical solutions that meet individual needs. We will give our staff the support and opportunities they need to grow and develop.

Partnership

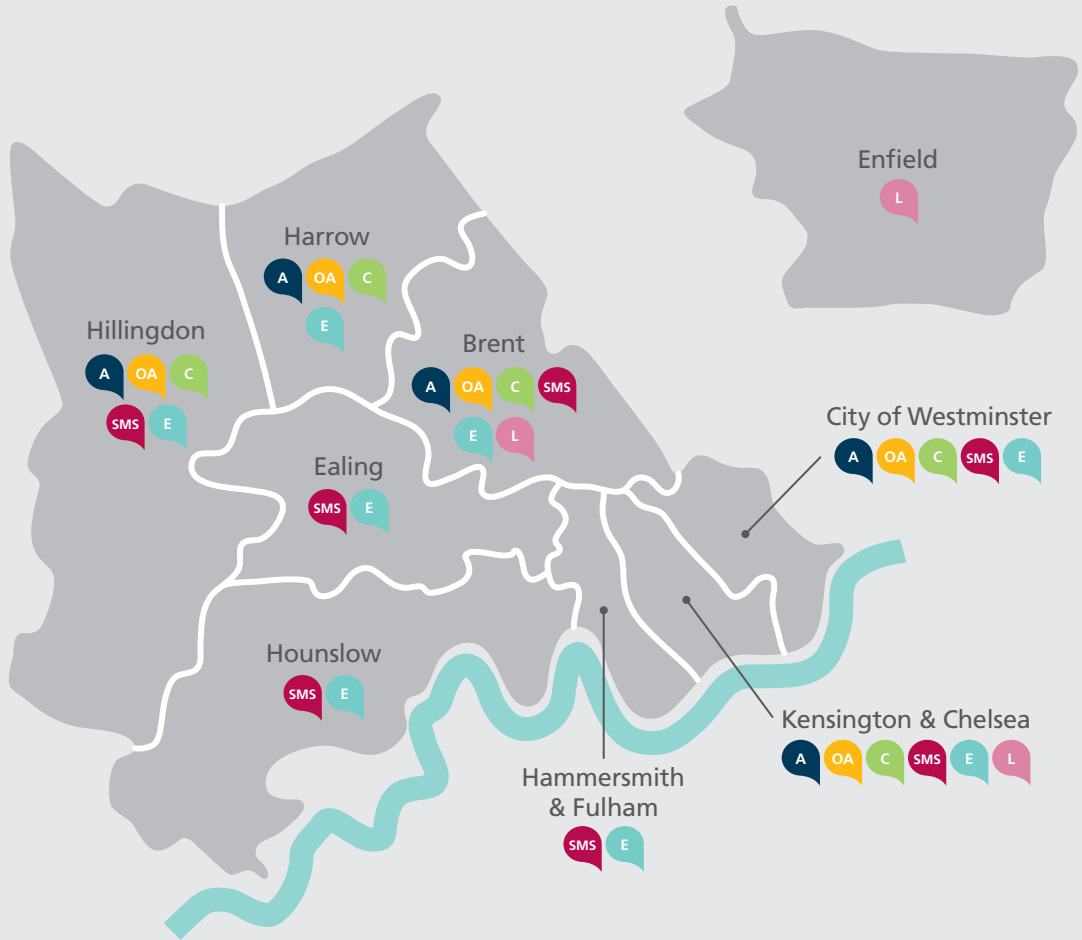
We believe in working together, both within our organisation and externally with our partners. We listen to, communicate with and work effectively with our partners, for example GPs, Primary Care Trusts and voluntary organisations etc.

Diversity

We value the diversity of the people we support and our staff. To create a respectful and supportive working environment, we will take the time to communicate clearly, ensuring that everyone understands one another and feels included.



Our service area



- A** Adult Services including a residential service in Epsom, Surrey
- OA** Older Adult Services
- C** Child & Adolescent Services

- SMS** Substance Misuse Services
- E** Eating Disorder Services
- L** Learning Disabilities Services available to clients nationally

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Our year

During 2009/10 we built on the successes of previous years and continued to develop the organisation to improve services for users and carers and to improve as a workplace for staff.

Our achievements

April '09

A healthy start to the year

We started the year well with the Care Quality Commission Staff Survey showing that 66% of staff would recommend CNWL as a place to work, compared to 49% nationally, and 73% of staff agreeing that we put patients first, compared to 52% nationally.

Overall we performed really well, often scoring in the top 20% nationally but areas for improvement included the need for more Health and Safety training and increased availability of hand washing materials.

May '09

Makeover at Park Royal

A tea party welcomed service users back to the newly refurbished women-only area on Pine Ward at Park Royal Centre for Mental Health (PRCMH) on 22 May. The ward now boasts seven single rooms for female service users, including three with en-suite facilities. It also has a newly designated female-only lounge complete with a TV viewing area, small kitchenette and a quiet area with computer and internet access.

We are proud to declare that mixed sex accommodation is a thing of the past in all our wards. We are committed to providing every service user with same sex accommodation, because it helps to safeguard their privacy and dignity when they are often at their most vulnerable. All of our wards offer same sex bedrooms and have female-only areas including lounge areas and bathrooms.



June '09

Offender Care

During the year we were successfully appointed to provide all healthcare services to Her Majesty's Young Offenders Institution Feltham.

The service will cover primary care, mental health, substance misuse and sexual health provision. We will work with West London Mental Health Trust, Confederation of Hounslow Practices (a GP Consortium) and Terrence Higgins Trust to successfully deliver this service.

Healthcare services to Her Majesty's Young Offenders Institution Feltham will cover primary care, mental health, substance misuse and sexual health provision

July '09

New Forensic Community Team

Launched in the Summer of 2009, the new Westminster Forensic Community Service (FoCuS) is a dedicated forensic service specifically designed to meet the needs of service users who, as a result of long-term mental health problems, have committed offences or are at risk of offending in the future.

The new service is a joint initiative between CNWL, West London Mental Health Trust and Westminster City Council. By working together in this way, the service aims to reduce the likelihood of people re-offending.



Our achievements

August '09

Selected for success

CNWL was announced by the Sainsbury Centre for Mental Health as one of nine new Centres of Excellence, delivering the Individual Placement and Support (IPS) employment model.

The model involves Employment Specialists working directly with service users to support their return to work and education, ensuring that vocational needs are given a high priority in the Care Planning Approach (CPA) process. The specialists also help service users to develop links with Job Centre Plus, employers, education providers and to increase access to external employment agencies. Over the year we supported more than 500 people across a number of the boroughs that we serve.

The Trust also runs its own User Employment Programme, which encourages and supports service users into paid and unpaid work within the Trust, and last year 42 people accessed the programme.

September '09

Valuable gems

Our first Annual Gem Awards ceremony was held at Lincoln's Inn on 30 September. The ceremony honours those people who have demonstrated an exceptional level of quality in their work over the last year and who consistently champion the Trust's core values.

This is just one element of recognising and rewarding employees for going the extra mile; earlier in the year Hidden Gems was launched to recognise the quality work that happens across the Trust. It is an opportunity for staff, service users and carers to nominate candidates for an Employee of the Month award with winners receiving a voucher.



October '09

Mystery Shopper

The Mystery Shopper initiative was in full swing this month, with service users and carers tasked with finding out what impression the Trust really makes on the people we care for. The initiative attracted national recognition as a mixture of staff, service users and carers visited various sites across CNWL, from reception desks to the canteen to assess the quality of service and highlight areas for improvement.

A number of actions have already been taken and positive results recorded in the National Community Mental Health Patient survey 2010, such as:

- a) the percentage of people having a telephone number to call out of hours improved by 10% from the previous year
- b) the percentage of people immediately getting through to the out of hours number improved from 57% to 79%
- c) the percentage of people getting the help required improved by 17%

A less tangible benefit is the sense of partnership of staff working together with service users and carers on the same project.

November '09

Innovations Scheme

In November the Innovations Scheme closed its second round of applications and £545,000 was awarded to develop five schemes. The Innovations Scheme is an opportunity for all staff to identify where improvements can be made for service users and carers. Projects include Mental and Physical Wellbeing Workers being piloted to support services users make healthier lifestyle choices.



Our achievements

December '09

Learning Disability Sector grows

In December 2009 we took on the management of the Seacole Centre, the inpatient Learning Disabilities service in Enfield.

The Seacole Ward team works with service users who have learning disabilities and who may also have a combination of mental health, challenging behaviour or complex physical health needs. A new model of service was developed with the team to ensure the service focuses on assessment and recovery in a care setting that promotes optimum independence.

During January we continued to roll out Jade, our new electronic records system, across each directorate and this should be completed by 2011

January '10

Trust information systems

During the year we continued our programme of significant investment to expand and improve the Trust's IT capabilities to support the delivery of safe and high quality care. We continued to roll out Jade, our new electronic records system, across each directorate and this should be completed by 2011.

We also began the first phase of implementing e-rostering within all inpatient wards. This system helps managers to roster staff more effectively to cover service needs whilst employees are able to request shifts and annual leave via the internet. We have already seen a reduction in the use of agency staff to cover shifts, which is helping to reduce costs and improve patient care through continuity of service. Over the coming year the e-rostering system will be rolled out across all inpatient sites.

February '10

Community Partnership Award

Mental Health services in Harrow, in partnership with MIND, won an award for Community Cohesion at the Community Partnership Awards 2010. The award celebrates our work promoting diversity, where excellent partnerships have been developed to help reach Black and Minority Ethnic and faith communities not previously reached by mental health services.

The project included a series of special events, including an Afghan Mental Health Conference, a training day for interpreters, faith events and an Iranian Mental Health Day.

March '10

Memory Service

People with memory problems can now get expert help from a specialist service in Westminster. Memory problems can be an early indication of conditions such as Dementia and Alzheimer's, which is why memory services are key in providing early diagnosis and access to treatment which can make a real difference to service users and their carers.

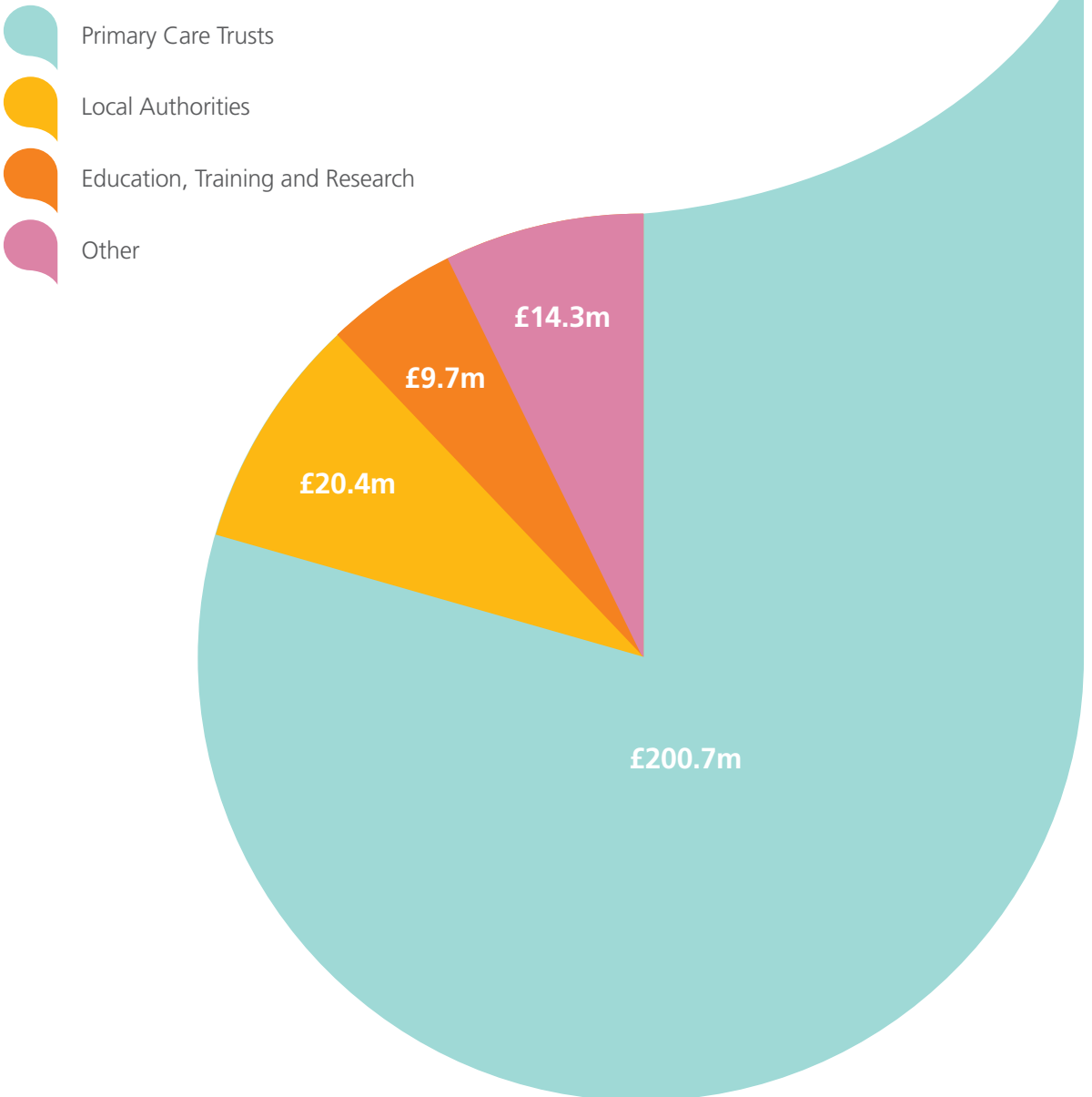
The service offers strategies to manage memory difficulties on a day-to-day basis, safety equipment for the home, counselling to talk through any worries or concerns and access to groups to meet others in a similar situation.

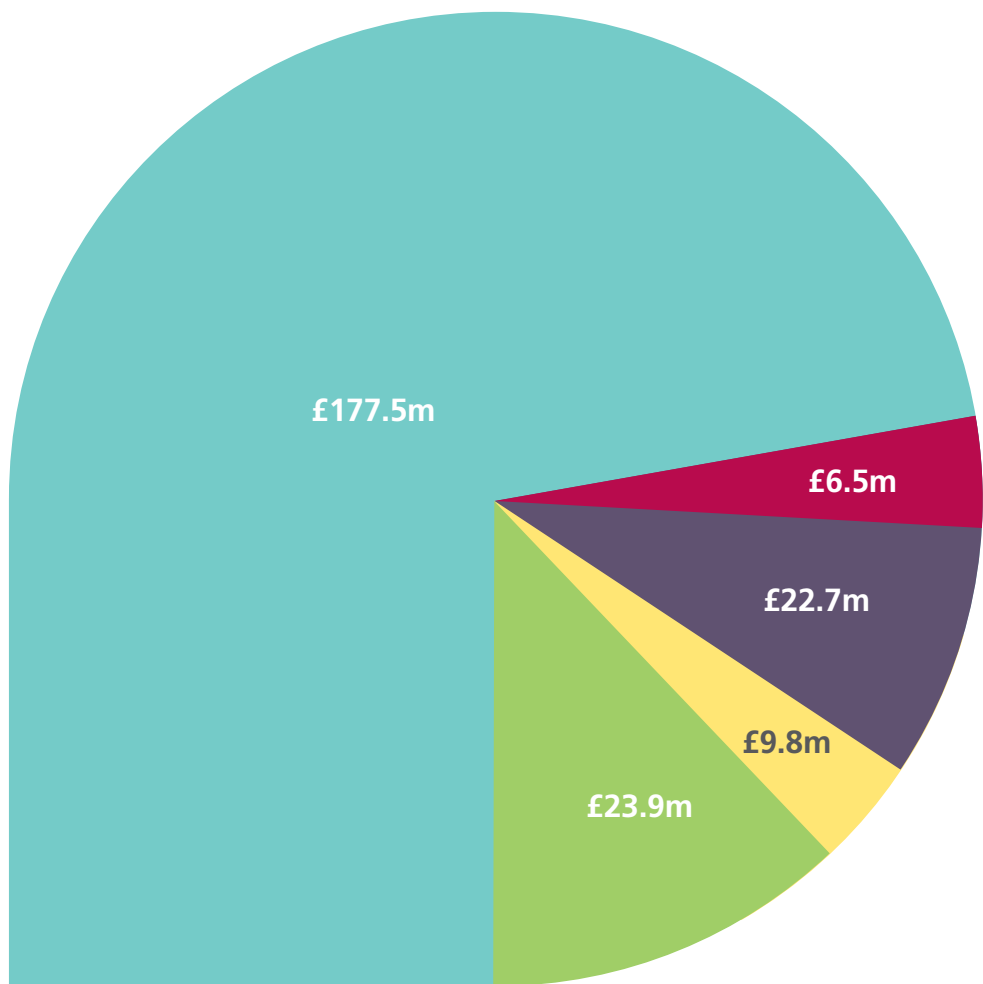


Our finances

Where our money came from

Sources of income (£m) 2009/10





Expenditure (£m) 2009/10

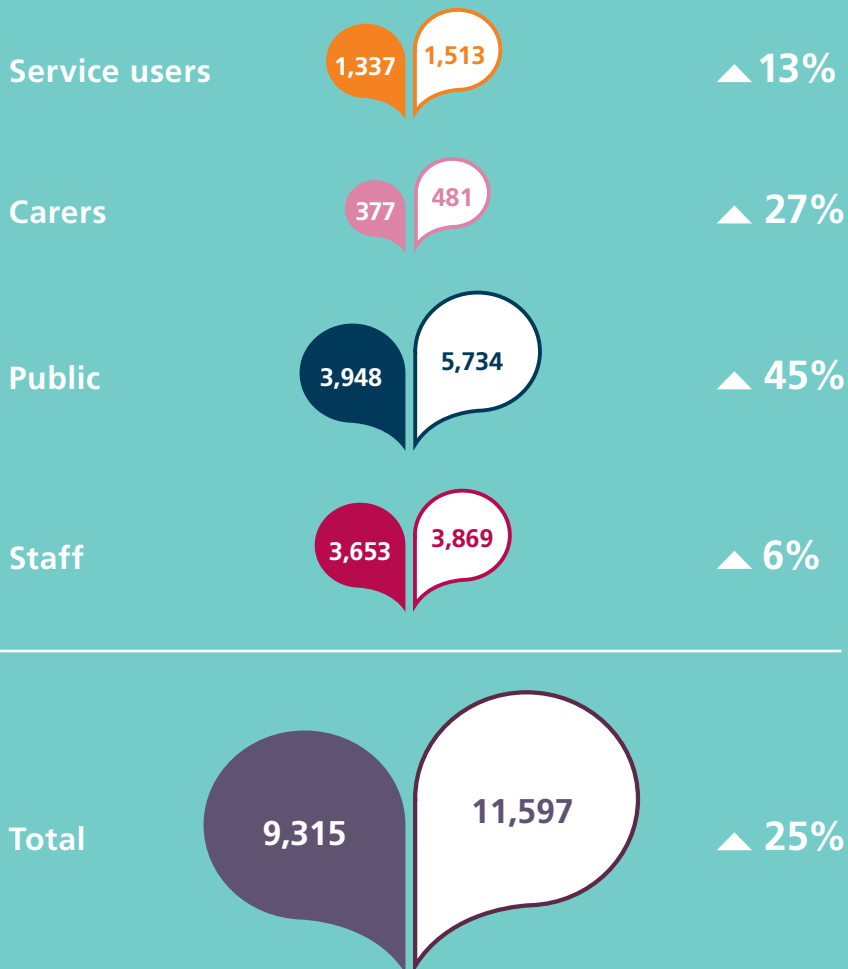


How we spend our money

Our membership

Our members are invaluable to the work of the Trust. By having representatives from all the boroughs that we serve, including service users, carers and residents of our local communities, we are able to develop services that meet their needs.

MEMBERSHIP 2008/09 2009/10



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Our future

We recognise that the three years ahead will be the most challenging in the history of the NHS and therefore CNWL. We will have to reduce our costs substantially whilst continuing to strive to improve the quality of the services we provide.

Our strategy

Patient care is, and always has been, top of our agenda. We are committed to getting it right and always need to make sure we are delivering care efficiently and to the highest possible standards.

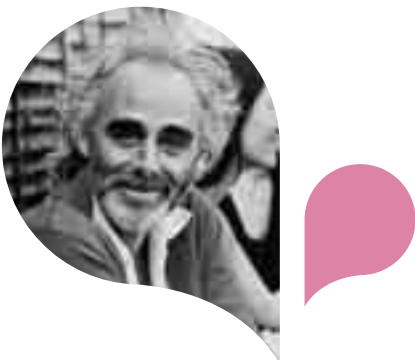
As part of this strategy over the next three years we will be changing the way we manage and organise our services, called 'Service Line Management.' This means services will be organised by type rather than location, for example Older Adults, Child and Adolescent Services and Learning Disabilities.

We're also going to be reviewing the way we currently provide care. Each of our Service Lines will ensure that efficient, evidence-based, best-practice care pathways are in place across the organisation. This will help to ensure everyone accesses the same high quality of care, regardless of where they live.

CNWL is growing

Over the next five years the Trust will look to expand geographically and we will actively seek to diversify and take on new services.

We were therefore delighted to have been selected as the preferred partner for Community Health Services in Hillingdon and Camden. This is a new and exciting move for the Trust, which will allow us to deliver community health services such as physiotherapy, speech and language therapy, podiatry and health visiting, alongside our existing health and mental wellbeing services. Both organisations should be integrated with CNWL by April 2011.



Working with our partners

In July 2010 we officially opened the Hillingdon NHS Wellbeing Centre, which is located within a high street chemist ensuring access is direct and open. This is the first project of its kind and it aims to help people with mental health or drug and alcohol concerns to just drop in and rapidly access the support that they need.

During the year ahead we will continue to seek out opportunities to develop new partnerships with local authorities and third sector partners to create new services and care pathways. We will be focusing particularly on:

- Developments that facilitate move-on from complex inpatient care including repatriation from high-cost out of area placements.
- Services in a range of settings that support individuals with mental health problems to remain in or return to work.

Value for money

In 2011 an organisational development programme will support the implementation of Service Line Management. The programme will include reviewing the development needs of staff and creating a learning zone area on the Trust intranet to provide easy access to training materials.

The programme will also include a review of support functions to outline how the Trust's headquarters can be alternatively managed to ensure value for money.

Listening and learning

We will continue to improve feedback systems for service users, with the newly created User Experience Forum engaging with local service user groups to tap into feedback systems and identify key issues. The Forum will also identify future mystery shopping projects.

Improving our systems

By Summer 2011 all services will be using Jade, our clinical information system, which will enable all service user records to be accessible from all sites.

Our commitment to quality

For the coming year 2010/11, we identified three priorities that will further build on our achievements and continue to improve the quality of service for our service users and carers.

The three priorities are:

1. Access to services when in a crisis

2. Respect and involvement

3. Physical healthcare

For each priority we have set ourselves a number of aims and a way of monitoring if we have achieved them - this is explained in more detail overleaf. We will focus on these three Trust-specific priorities throughout 2010/11 but not at the expense of everything else; these will firmly sit alongside the national priorities and we will continue to build quality into the way we run our organisation.

Over the coming year and beyond our focus will be to build on the achievements that have already been made and continue to embed quality at the heart of our organisation.



Priority 1

Access to services when in a crisis

Service users are likely to experience an episode of crisis at some time whilst managing their condition in the community. This can be scary and disturbing for both the service user and their carer. They need to get help quickly and receive support from our services.

How are we doing so far?

The annual survey of community service users shows that around half of our service users report that they have a phone number to call in crisis (48%) and that when they have needed to use it they got the help they wanted (50%). This is around the national average.

What are our targets for 2010/11?

A: 90% of community service users on the Care Programme Approach (CPA) have a completed crisis/contingency plan as part of their care plan.

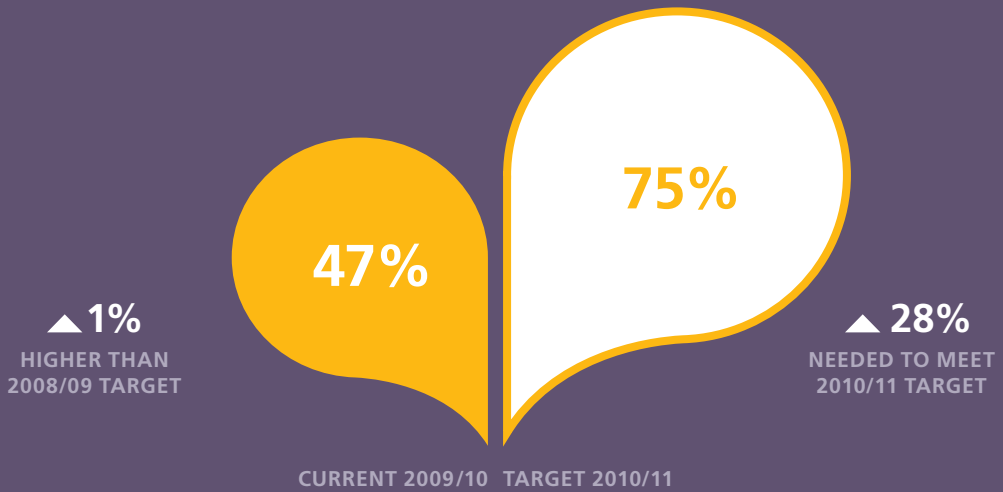
B: 75% of community service users on the CPA report that they have a phone number to call in a crisis.

C: 70% of community service users on the CPA who called the crisis number said that they definitely got the help they wanted.

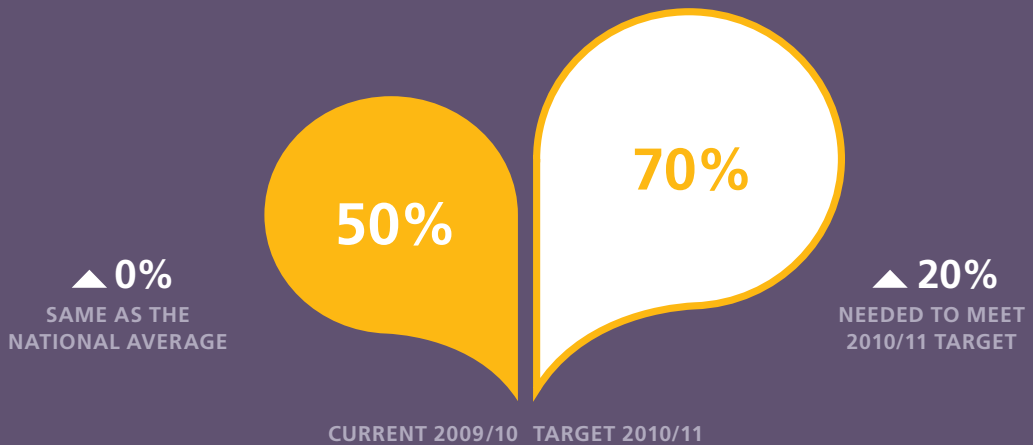
How will we achieve this?

- Supporting service users in getting access to services when in a crisis by providing crisis cards to service users on Care Programme Approach and making sure they understand how to use them.
- Continuing to avoid unnecessary admissions by involving the crisis resolution team and A&E liaison teams in assessing the right setting for treatment.
- Repeating the mystery shopper exercise to identify good practice and areas for further improvement.
- Ensuring carers are provided with contact numbers should the person they support experience an episode of crisis.

Community service users who have a telephone number to call out of hours



Community service users who called the crisis number and said they definitely got the help they wanted



Priority 2

Respect and involvement

We pay attention not just to what services we provide but also to the way in which we provide them. We aim to be sensitive to the beliefs and cultures of our service users and carers and make sure we provide services that are appropriate.

Our aim is that all our staff members treat service users and carers in a way that reflects the Trust's core values and principles.

How are we doing so far?

77% of ward staff attended customer care training, exceeding our target of 65%.

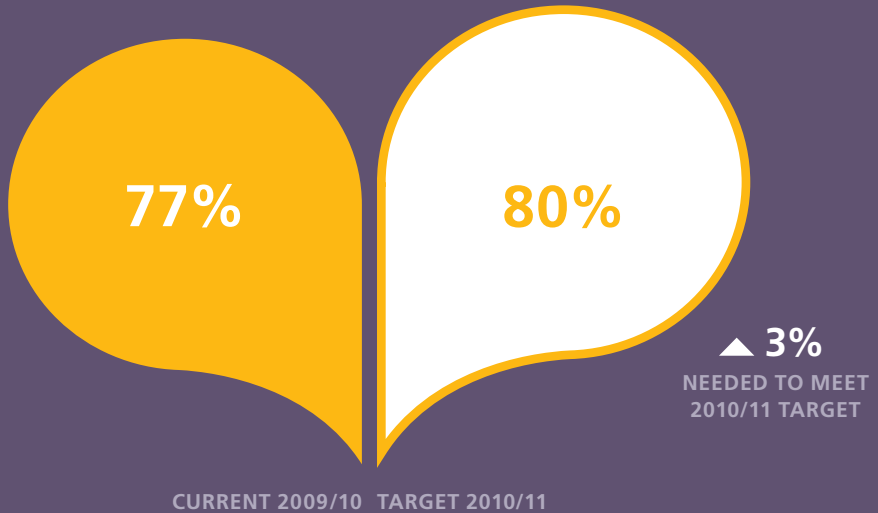
What are our targets for 2010/11?

- A:** 80% of staff working with service users and carers have attended customer care training.
- B:** 60% of service users on CPA report definitely understanding what is in their care plan.
- C:** 50% of service users on CPA report they have definitely had enough say in decisions about their care.

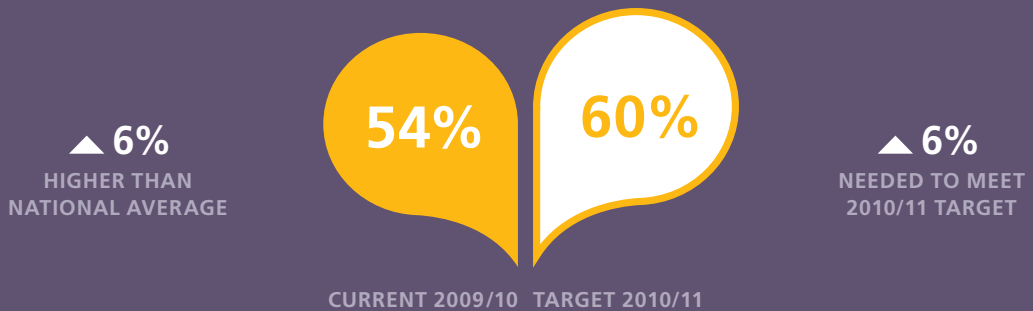
How will we achieve this?

- Delivering comprehensive training for staff about Care Programme Approach. Service users will be part of the training team.
- Increasing customer care staff training (target 80%).
- Measuring respect from service user perspective.
- Working in partnership with carers by identifying and recognising the caring role and promoting carer involvement.

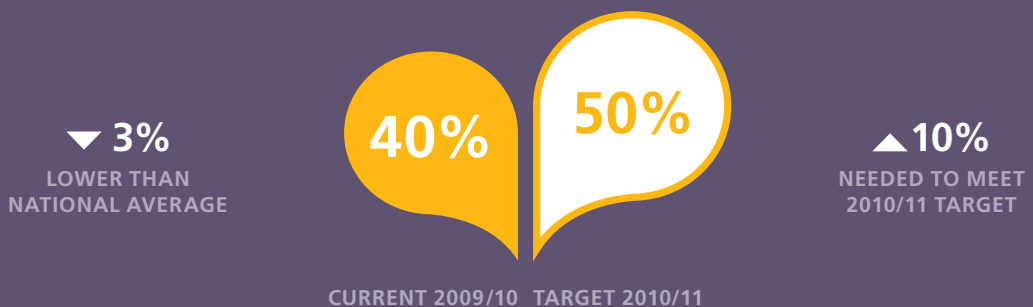
Staff who have attended customer care training



Service users who understand what is in their care plan



Service users who felt they had enough say in decisions



Priority 3

Physical healthcare

Mental wellbeing is associated with physical health. We know through feedback from our service users that when they feel better physically they feel better mentally. At CNWL our aim is to ensure that we provide holistic care to all our service users and this includes looking after their physical health.

How are we doing so far?

In 2009 97% of inpatients had a nursing physical assessment form in their file. However, only 37% of our service users felt they got enough care for their physical health, which is below the national average.

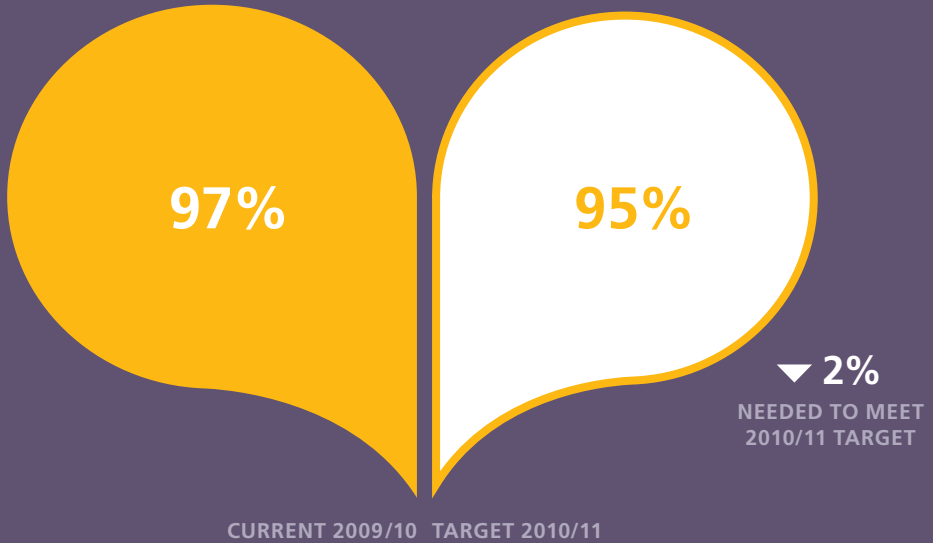
What are our targets for 2010/11?

- A:** 95% of inpatient service users have had a physical health assessment after admission.
- B:** 55% of inpatient service users said that they got enough care for their physical health.
- C:** Establish a baseline for community service users (% of service users who said that mental health services gave them enough support in getting help for any physical health needs they had).

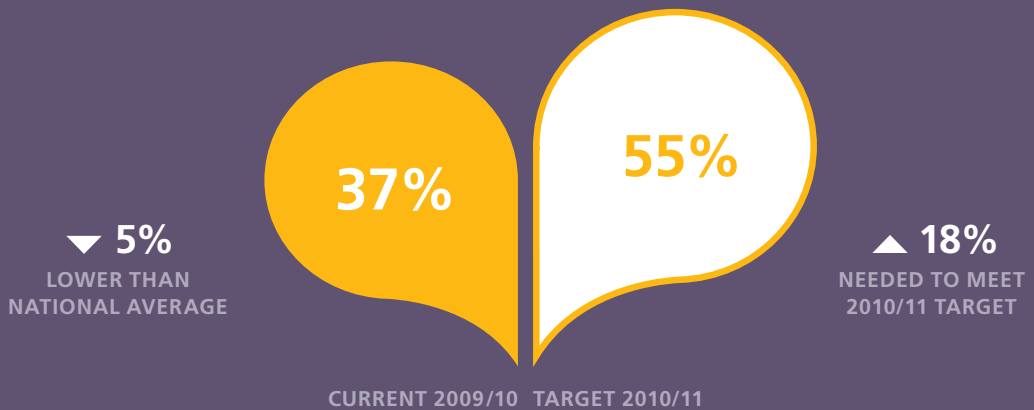
How will we achieve this?

- Working with GP's to improve access to physical health checks and sharing information about physical health.
- Developing a standard tool for physical assessment of community patients.
- A well established medicines helpline where service users and carers can discuss any questions they have regarding their medication including advice on any physical side-effects of medication.
- Developing tailored exercise programmes for service users to help tackle obesity.
- Smoking cessation training for all staff.
- Specialist advice and treatment for service users with substance misuse and mental health conditions.
- Links to local voluntary support groups to provide support in relation to reducing alcohol dependency.
- Offering screening for sexually transmitted infections.

Inpatient service users who have said that they have had a physical health assessment after admission



Inpatient service users who felt they got enough care for their physical health



Join us

As a member you receive information about the trust, future plans and service innovations and are also given the opportunity to voice your views and get involved.

Members can get involved in a number of activities including:

- Help us carry out surveys: national inpatient and community surveys, CNWL surveys, carer survey, local team feedback surveys and Patient Experience Trackers.
- Involvement in recruitment and selection of staff.
- Developing training modules for Care Programme Approach.
- Involvement of service users and carers in producing training video materials, namely customer care and Care Programme Approach.
- Mystery shopping project.
- World Mental Health Day events.



Membership of the Trust is free and open to anyone over 16 years of age. We look forward to you joining us!

If you would like information in another language or format, please ask us.

Nëse dëshironi të merrni informacion në një gjuhë apo format tjetër, ju lutemi na pyesni.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

اگر این اطلاعات را به زبانی دیگر و با فرمتی دیگر میخواهید لطفاً از ما درخواست کنید.

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه

Jezeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać

Se deseja obter informação noutro idioma ou formato, diga-nos.

Haddii aad rabtid in warar lagugu siyo hab luuqadeed o kale, fadlan na soo waydiiso

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.

தகவலை வேறொரு மொழி அல்லது வேறு வடிவத்தில் பெற விரும்பினால் தயவுசெய்து எம்மைக் கேட்கவும்.

Central and North West London NHS Foundation Trust
Greater London House, Hampstead Road, London, NW1 7QY

www.cnwl.nhs.uk

To become a member just fill in your details below, fold, seal and return it to us using the FREEPOST address on the reverse.

Title First name/s

Surname

Address

Postcode Email

Phone number How would you prefer us to contact you?
 Phone Email Post

Your details will be held on a database so that we can send you further information. The information you provide will remain confidential and will be managed in accordance with the Data Protection Act 1998. NHS Foundation Trusts are required to publish a publically available register of members.

If you do not want your name to appear on a public register please tick here

Gender
 Male Female

Our membership is divided into groups. Please tick one box below to indicate the group you would like to join:

Service user
 Carer
 Public

Do you have a disability?
 Yes No

Please tick the relevant box to help us ensure we have members from the communities we serve:

White British/White Irish
 African/Caribbean
 Bangladeshi/Indian/Pakistani
 White and Black African
 White and Black Caribbean
 White and Asian
 Chinese
 Arab
 Other

Please fold here



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