Our work from 2018 to 2020
We are **Central and North West London NHS Foundation Trust**, or **CNWL** for short.

We run health and social care services for the NHS.

For example, we run:

- Mental health services for people who may feel very upset or worried

- Support for people’s physical health, where nurses go to their homes

- Support for people with a learning disability

- Support for people with a drug, alcohol or eating problem

- Sexual health services to help people have safe sex

- Dentists
We work in London and parts of South East England.

We give people care in:
• People’s own homes
• Local places in the community
• Other places like hospitals, schools and prisons

We want to give people the best care we can.

We work with the people we care for to make this happen.

About this report

This report is about:
• The work we did from 2018 to 2019
• The work we will do from 2019 to 2020
How our services have helped people

Our services have helped many people in the last year.

Keeping families safe

We helped a woman and her children to keep safe.

The woman went to one of our sexual health services.

She told staff that she was scared of her partner at home.

Staff talked to her to find out more.

They helped her get support from people at the council who keep families safe.
Helping people have a better life and do more on their own

We helped a patient who had been in bed since she left hospital.

We helped her get stronger so she could move her body more.

We gave her equipment so she could move from her bed to a special chair.

She may need less care in future because of this.

Helping people get the right care quickly

We helped someone who arrived at prison to get urgent care for his illness.

The person did not have medicine with him.
We found out where to get his medicine.

And we made sure he got the right health checks.

Supporting young people

One of our school nurses helped a boy who was having problems at home.

The nurse:

• Talked to the boy about how he felt

• Got advice from someone who works to keep children safe

• Helped the boy’s mother and the school know how to support him
Making our services the best they can be

We have started new projects to make sure our services:

• Are safe and fair for everyone
• Work really well for all our patients

People who use our services and their carers are helping with this.

Grenfell Tower fire

In 2017 there was a very bad fire at a block of flats called Grenfell Tower.

Many people died and many people no longer have a home.
We set up a service to support people after the fire.

The support includes:

• Health checks

• Support for people to cope if they feel upset or scared

• Meetings where people can tell us what they need

Other good work we have done

We opened some new places for young people to stay and get care.

The new places are for young people with mental health conditions.

More people are using our sexual health services. They help people have sex in a safe way.
We have chosen 4 things to work on in the next year.

Many people helped us choose what to work on:

1. **Better care for people who could fall over and hurt themselves**

We want to check all patients over 65 who are staying in hospital.

We want to see:

- If they may be at risk of falling over in hospital
- How to stop this happening
2. Better care for people who are very ill and might get worse

We will start a new way to:

• Check how people are and see if their health might be getting worse

• Do something about any problems straight away

3. Helping to stop violence against our staff and patients

We will:

• Work with staff and patients to make a plan about how to stop violence in our services

• Test how the plan is working with some services first

• Look at other services that might need help to stop violence
4. Better support for staff to do their jobs well

Staff need support from their managers to look at:

• The care they give people
• What could be better
• What training they need

We want staff to get better support with this.

This will help staff give patients better care.
You can join us as a member.

That means you can have a say about our health and social care services.

You can find out more about this on our website:

http://www.cnwl.nhs.uk/have-your-say/members/

You can tell us what you think of our care:

By Phone: 0300 013 4799

By email: feedback.cnwl@nhs.net

There is some easy read information about our work on our website:

http://www.cnwl.nhs.uk/service-users-carers/easy-read-information/