

imagine

Leeds and York mental health and learning disability news

issue four | spring 2019



Celebrating a century
we're marking 100 years
of learning disability
nursing

Annual Members' Meeting
join us in July

**A Recovery College
for Leeds**
how could it help you?

welcome

As a foundation trust we've around 15,000 members across Leeds, Yorkshire and beyond. They're represented by our Council of Governors such as Sally who's profiled in this edition. Governors are able to get under the skin of big, complex NHS trusts like ours; ask us those difficult questions and hold us to account. And we're looking for more – see page 18.

I'm excited to see the new community mental health services that have launched across Leeds. See pages 12 and 13 to find out more about them.

In 2018 the NHS turned 70, and this year we're celebrating 100 years of learning disability nursing. Find out more about them and the great work they do on pages 16 and 17.

Plus, read on to find loads of news, opinion and things you never knew before.

Sara



#hello my name is...

Sally Rawcliffe-Foo, staff governor



Sally Rawcliffe-Foo, staff governor

Each issue we invite a guest contributor to introduce Imagine and offer insight into their connection to the Trust and its work. In this edition, Sally Rawcliffe-Foo, one of our staff governors, writes about her role and reminds us of the upcoming Annual Members' Meeting and governor elections.

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good neighbours



proud to support our veterans



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get in touch

We'd love to hear what you think of Imagine. Get in touch:
Communications Team, 2150 Century Way, Thorpe Park, Leeds, LS15 8ZB

Tel: 0113 855 5989
communications.lypft@nhs.net www.leedsandyorkpft.nhs.uk

Leeds and York Partnership NHS Foundation Trust

@leedsandyorkpft

If you do not wish to receive future issues of Imagine, please email communications.lypft@nhs.net.

If you'd be happy to share your email address with us, please email Ftmembership.lypft@nhs.net.

"Hello, my name is Sally Rawcliffe-Foo and I became a staff governor for the Trust in October 2017. I applied for this role because I wanted to contribute to Trust forums and discussions about the provision of mental health services across Leeds and York.

I'm an Occupational Therapist by background and worked in secure forensic mental health services for a number of years before transitioning to the role of Operational Manager. It was here that I saw first-hand the vital role our service users have to play in the development of our services, and I've been an advocate for this ever since.

Last year I went on secondment to help launch the Trust's new service for armed forces veterans, which recently celebrated its first anniversary. Developing and delivering a service that operates across the whole of the north of England has its challenges, but I'm really proud of everything the team has achieved. We've just found out that the contract for this service has been extended to at least March 2022, meaning we'll be able to continue to shape veterans' mental health services in the years to come. We'll do this by listening to patients' stories and showing how the needs of those who've experienced mental health issues as a result of military service can be met. You can read more about the service and its first year on pages 14 and 15.

In between this work, I've also experienced the highs and lows of what we're calling the 'Forensics Improvement Journey'. You can read all about this on page 6, but what I can say here is that I went from feeling the despair and lack of

empowerment within the team to being able to help develop and shape its leadership, and that taught me a lot. We all face complex and diverse dynamics within our working environments, and learning experiences like this one can help us all to be more effective in our roles.

This is something to celebrate and celebration and reflection will be themes at the Trust's Annual Members' Meeting, which is being held on Tuesday 30 July at Horizon in Leeds. You'll find all the details on page 19. I encourage you to attend if you can as it's a great opportunity to share your views on the organisation and to find out more about what we do.

As a final note, I've already mentioned that I'm a staff governor and one of the things I can do to help others who work at the Trust is to take any issues you may have to the Board. If there's something you think we should be aware of, please let us know. But staff governors are only part of the Council of Governors, which also consists of public, service user and carer, and appointed governors. You may have heard that we have some governor elections coming up, where there'll be 16 seats available. If you're a member of the Trust, you should have received a formal notice of election in the post in May. Please do dig it out if you're interested in knowing the next steps!"

If you'd like to find out more about our governors and how to contact us, visit www.leedsandyorkpft.nhs.uk/get-involved/governors/council-of-governors.

trust news

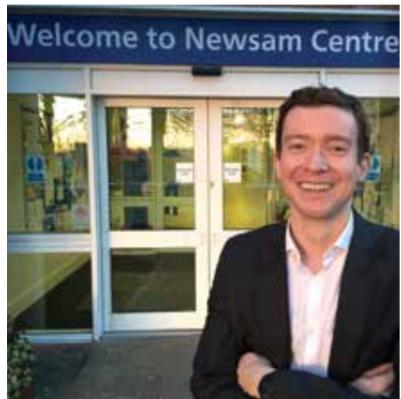
CONNECT service shortlisted for HSJ Value Awards

CONNECT: The West Yorkshire and Harrogate Adult Eating Disorders Service has been shortlisted for two Health Service Journal (HSJ) Value Awards.

The new care model redesign of regional adult eating disorder services has been shortlisted for a Mental Health Services Award and a Specialist Service Award.

Dr William Rhys Jones, Consultant Psychiatrist and Clinical Lead said 'It is a real testament to the hard work and commitment of everyone who has been involved in the development and delivery of the service which aims to deliver consistent and person-centred evidence-based care and treatment across the West Yorkshire and Harrogate region integrating high quality community and inpatient care'.

CONNECT is a new community and inpatient service which was launched in April 2018 and provides early intervention, outpatient, inpatient and intensive home-based treatment for adults with eating disorders across the West Yorkshire and Harrogate region.



Inpatient services for people with learning disabilities

We're working across West Yorkshire and Harrogate looking at how care is provided across its three Assessment and Treatment Units (ATUs) – one of which is run by the Trust.

People with learning disabilities should be supported in mainstream hospital wards when they need an admission. However, specialist inpatient support in ATUs is sometimes needed, especially if the person has complex needs or challenging behaviour.

We're looking at how we can make the best collective use of our services to ensure that people are only admitted to ATUs when they need to be and the units are as near to home as possible. We want to reduce the number of people who are admitted a long way away from home, keeping stays as short as possible, and ensuring quality of care is high and tailored to their specific specialist needs.

Earlier this year we engaged with service users who live in our ATU and those who have previously lived in an ATU as well as carers, family members and staff about their experiences, what's important to them and what services could look like. Results are expected to be published by the West Yorkshire and Harrogate Health and Care Partnership soon.

Community Services Redesigned

Thousands of people are benefitting from redesigned community mental health services in Leeds since new services launched in March 2019.

The changes follow a huge three year project and now include dedicated community teams for both younger and older adults, a new 24/7 mental health crisis service and an intensive home treatment team.

Find out more on pages 12 and 13.



trust news

Sustainable development at the Trust

We have been recognised for excellent sustainability reporting as part of our annual report. The Trust has received a certificate of excellence, awarded by the Sustainable Development Unit (SDU), NHS Improvement and the Healthcare Financial Management Association (HFMA).

The SDU, which works across the health and care sector conducted an analysis of all provider and Clinical Commissioning Group (CCG) annual reports to evaluate sustainability sections. 55 trusts and 42 CCGs (around 22%) have been selected for recognition out of 432 organisations across England.

High quality reporting on sustainability is recognised as a fundamental way in which organisations can demonstrate their commitment to environmental, social and financial sustainability.

The NHS Long Term Plan further strengthens the commitment of the NHS as a system leader in embedding sustainable development across the organisation.

New look for South Wing at St Mary's House

Our new-look South Wing at St Mary's House, which is just off Chapeltown Road in Leeds, is open for business, providing a base for our West North West Central Community Mental Health Team (CMHT) and psychology and psychotherapy services.

We were clear when we began work at South Wing that it needed a floor to ceiling transformation and what's been achieved is a complete overhaul of everything from electrics to lighting, heating, kitchens and toilet facilities. It's also been redecorated, we've put in new furniture and there's a new reception area. The colours and design are autism friendly and we're really pleased with the results.



Staff satisfaction soars

81 percent of our staff feel happy with the quality of care they provide to patients and service users and 87 percent feel that their role makes a difference, according to the results of this year's NHS Staff Survey.

A record-breaking number of staff at the Trust took part in the national survey in autumn 2018, with 58 percent (1420) completing the 90 question survey – four percent above the national average for mental health and learning disability trusts in England.

The results show that the Trust is performing better than the national average for similar organisations in 70 percent of key areas, including significant improvements in the quality of appraisals, safety culture and staff engagement.

We are now ranked thirteenth nationally, up three places on last year, and one of only seven trusts to show year-on-year growth.

Our full results report is available on our website.



Forensic service celebrate two year achievements

Staff from our forensics services have been celebrating their achievements, following two years of improvement work.

The Trust operates forensic mental health inpatient services* across two sites in Leeds and York. They started on their quality improvement journey in November 2016 following a poor inspection from the Care Quality Commission (CQC), a ward closure in York and a serious incident in Leeds.

The service was experiencing high levels of staff sickness, high staff turnover (around 40% of staff were leaving and being replaced by new starters), low levels of morale and difficulties staffing wards.

An external review reported back in April 2017 giving 24 recommendations. Off the back of this the Trust launched a quality improvement process which is when positive change started to take hold.

Forensics Service Manager Steven Dilks said: "We invested time and effort to really listen to staff feedback and took on board things that, whilst potentially difficult and time consuming, were the right things to do.

"We've established a better culture which had become strained with staff losing confidence and retreating into themselves.

"We've tried to make the environment psychologically safe, meaning it's okay to make mistakes but how do we learn to improve. For example by changing our use of language from 'what's gone wrong?' to

'what can we learn?'

"We also took the time to identify areas of quality improvement, addressing recommendations from the external review, for example launching our new clinical model.

"I'm really proud of what the teams have achieved. It feels like a different place now – staff are braver, taking on responsibility and coming up with great ideas."

Achievements

Here's a quick run-down of the service's recent achievements:

- Staff say it's a better place to work - as shown by year-on-year improvements in staff survey results.
- Patient safety has improved and there are fewer serious incidents.
- Nurse recruitment and retention has improved tremendously with vacancies levels down to single figures.
- The service has developed a new clinical model – supported by a new supervision model introducing trauma-informed care.**
- The service's Occupational Therapy team has developed a Recovery College for service users. The College enhances service users' skills and experiences, and has raised funds for mental health services in the community by selling some of the products people have learned to make.

What now?

Steven added: "The next phase of our plans are to work on evaluation, patient experience and outcomes. The difference is now it feels exciting and that people are hungry to take up the challenge!"



Steven Dilks, Forensics Service Manager

Jargon Buster

*What are forensic mental health services?

They provide assessment and treatment of people with mental health problems and a history of criminal offending, or who are at risk of offending.

**What's trauma-informed care?

Trauma-informed care means treating a whole person, taking into account past trauma and any coping mechanisms people have used when attempting to understand behaviours and treat the patient effectively.

A Recovery College for Leeds

People across Leeds will be able to access a range of courses to improve their mental and physical wellbeing later this year as the Trust develops a Recovery College for the city.

Recovery colleges deliver comprehensive, peer-led education and training courses which focus on living well, both mentally and physically. They are run like any other college, providing education as a route to recovery and not as a form of therapy. Courses are co-devised and co-delivered by people with lived experience of mental illness and by mental health professionals.

The first recovery college opened in 2010 and they have steadily grown in number since. There are now over 85 across in the UK and even more worldwide.

What do we mean by recovery?

The College is being developed by Simon Burton who is based at the Trust. Simon has lived experience of mental health issues himself and has worked with recovery colleges in other areas of the country.

"Recovering from a period of mental ill health isn't linear and doesn't have a predetermined start, middle or end," he says. "What's good for one person's recovery may not be that helpful to the next person.

"It's individual and is shaped by many different things including our experiences, values and the people we come into contact with - both personally and professionally.

"It's also about recovering personal confidence and esteem that can be lost as a result of stress, burnout, prolonged anxiety, illness or diagnosis."

How does a Recovery College help?

"They enable people to learn about what is important to them and their own self-care," explains Simon. "They enable people to reflect on their skills and talents, and to develop the knowledge and support they need for their health, life and work.

"The aim of a recovery college is to widen the focus of recovery, support treatment or symptom reduction and develop a more meaningful view of wellbeing, personal resilience and life management.

"The courses aren't therapy, they are based in education and do not replace a course of treatment."

What's happening in Leeds?

Simon has been working with a range of people across Leeds to get the College ready to launch its first full academic year in September.

Courses will run across the city, working with partner organisations and community hubs including places like Lovell Park, Stocks Hill and the Vale Circles.

Simon has been delivering some pilot courses including the Wellness Recovery Action Plan or WRAP. He's also running a number of "connecting up" events during the summer to help people to co-produce what the College does.

What to expect

The courses are currently being co-produced with a range of interested people. However it is expected the College's courses will focus on things like:

- Improving confidence and self-esteem
- Learning practical tips to help manage difficult feelings and life challenges, and
- Reducing loneliness and connecting with others

Courses will vary in length, from two hour individual workshops to longer courses which may run over a series of weeks.

Find out more

Visit the Recovery College page on our website at www.leedsandyorkpft.nhs.uk/advice-support/leeds-recovery-college

Email Simon at simon.burton1@nhs.net

Follow Simon on Twitter @SimonRecoveryC1



Simon Burton

let's be there for one another

Looking out for our neighbours is a social movement that aims to prevent loneliness throughout West Yorkshire and Harrogate by encouraging people to do simple things to help out their neighbours

A new community campaign running across West Yorkshire and Harrogate aims to help people feel better in the place they live and have the peace of mind good neighbours bring.

Many of us are already doing a great job of looking out for others, but there is still more we could all do to make our communities healthier and happier. Research shows that it's likely someone living nearby is either feeling lonely or needs a helping hand.

The campaign launched on 15 March and has been created with the help of over 100 residents across the region. 30,000 households across West Yorkshire and Harrogate have received a hand-delivered 'neighbour pack' that includes a range of different resources to inspire and encourage residents to champion togetherness in their area and look out for those in need.

Over 350 organisations have pledged their support to take part in the campaign from local dementia friendly cafes, to sports clubs (including Leeds Rhinos Foundation and Wakefield Trinity Rugby Club Community Trust), Harrogate Football Club and the Yorkshire Sports Foundations, to the Piece Hall Trust, Andy's Man Club, Macmillan Cancer Charity, hospitals, councils and mental health and wellbeing organisations – the list is endless.



Dr Sara Munro, Chief Executive of Leeds and York Partnership NHS Foundation Trust

"How many of us can honestly say we know who our neighbours are? Knowing and supporting our neighbours is something we've forgotten the importance of as a society. We are seeing the knock on effects of this in health and care services, with issues connected to isolation and loneliness escalating into bigger problems which my colleagues in community mental health teams often see.

At a time when the NHS is investing in social prescribing on a national level, so we can all invest in it at a very local level by improving our community spirit. So why not take the time to find out more about your neighbours and how you can help each other. I guarantee you'll both feel the benefits."

"...why not take the time to find out more about your neighbours... I guarantee you'll both feel the benefits."



Did you know?

Older people living alone are 50% more likely to visit A&E than those who live with others. (Health Foundation, Dec 18)

Social isolation can increase the risk of having a stroke by a third and is considered as unhealthy as smoking 15 cigarettes a day. (Health Foundation, Dec 18 and Holt-Lunstad, 2010)

Small gestures make a huge difference

Whether it's popping to the shops, offering a lift or just saying hello - however big or small the task, everyone can look out for a neighbour nearby.

By doing your bit to support people in your neighbourhood you'll help to rekindle neighbourly spirit, end social isolation and reduce the risks associated with illnesses such as dementia, heart disease and depression.

Helpful tips

You could look out for your neighbours by:

- Taking letters to the postbox
- Helping someone fill in a form or use a computer
- Offering a lift to a GP or hospital appointment
- Taking a book back to the library
- Chatting over the fence
- Offering to walk someone's dog
- Taking someone for a trip to a cafe or local community event
- Organising a regular get together

You can join the kindness revolution - get your helpful neighbour pack from the campaign website ourneighbours.org.uk or join the conversation on Twitter using the hashtag #OurNeighbours.

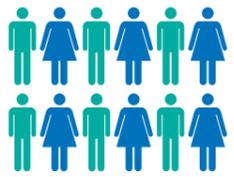


From left to right; Gary Hetherington, Chief Executive of Leeds Rhinos RLFC, Jamie Jones-Buchanan, rugby league player (Leeds Rhinos RLFC), Rob Webster, Leader of West Yorkshire and Harrogate Health and Care Partnership and Chief Executive at South West Yorkshire Partnership NHS Foundation Trust, Kim Leadbeater, Ambassador for The Jo Cox Foundation

trust in numbers

The figures below provide an insight into the work of our Trust. To find out more, visit www.leedsandyorkpft.nhs.uk

our people



81%

staff say that they are satisfied with the quality of the care they deliver, according to the results of this year's Staff survey



87%

staff feel that their role makes a difference



72%

staff who are likely to recommend care or treatment at out Trust



79.4%

staff who protected themselves, their families and their service users this year by having their flu jab

our trust online



1,100

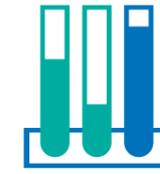
people view our website every day



2,211

views our staying at Mill Lodge inpatient service video has had on YouTube

our research



50

research projects currently open



1,510

service users, carers and staff recruited to research conducted by the Trust in 2017/18

our neighbours campaign



25%

pensioners living alone are 25% more likely to develop a mental health condition



50%+

people who say they rarely speak to their neighbours



350+

organisations who have signed up to support the campaign

our services



55

service users, carers, volunteers and staff attended the Valuing Inclusion event in March



712

people who had their say and helped to shape our new community services



16

seats available in July's governor elections



4,370

number of calls to our crisis service in February



1 in 4

people in the UK will experience a mental health problem each year



30,000

neighbour packs delivered to residents in West Yorkshire and Harrogate

service focus

Improved Community Mental Health Services

March sees new services go live across Leeds

Thousands of people are benefitting from redesigned community mental health services in Leeds since new services launched in March 2019.

The changes follow a huge three year project and now include dedicated community teams for both younger and older adults, a new 24/7 mental health crisis service and an intensive home treatment team.

During 2018 the Trust involved thousands of staff, members, service users, carers and partners in shaping the new services and many of their suggestions have been implemented in the new service models.

Andy Weir, Deputy Chief Operating Officer at the Trust, chaired the Project Board that led the redesign of services. He said: "These changes will improve the quality of care we offer to people, ensuring timely access to the right specialist health staff."



"Referrals into our community mental health services have more than doubled since the ageless model was launched. Our teams have attempted to absorb this additional workload, but this has led to staff holding very high caseloads, which meant we were spreading ourselves too thinly to deliver the quality of care we aspired to."

"In order to address all of these concerns, we worked with people across the city to redesign our services."

What do services look like now?

Here's a quick run-down of the Trust's new-look community mental health services.

A new community mental health service for adults under 65

This is designed to work with adults (usually aged 18-65) in two groups

1. those that require shorter time-limited services, and
2. those with more complex needs that require longer term care.

The service operates Monday to Friday, 9am to 5pm, with support from other services (described on page 13) outside these hours. It offers home-based treatment for the majority of people where this is appropriate but there will also be opportunities to receive services in other community locations.

"We've increased our provision of home-based treatment over hospital-based treatment, which we know is how most people want to access community mental health services."

Why the change?

Over the last three years the Trust reviewed its community mental health services for adults under 65 and older people - mostly defined as people over 65.

Andy explains: "We found that the 'ageless service' we launched in 2012 did not reach the standards of care that we aspired to, especially for our older service users, and we were not delivering the type of crisis and home treatment services that we know are most effective."

The new Crisis Resolution and Intensive Support Service (CRISS)

This service operates 24 hours a day, seven days a week, 365 days a year. It support adults (usually aged 18-65) experiencing a mental health crisis with intensive home-based treatment as a genuine alternative to hospital admission. It will also support older people in crisis outside of normal working hours.

New community mental health teams for older people

This is a new dedicated service for people aged over 65. This service will be run by three teams operating across Leeds offering home-based care to people who are experiencing mental health difficulties.

They will also work with people experiencing problems related to dementia if it has already been diagnosed. Previously this work would have been done by our Memory Service so this is a change to previous arrangements.

A new Intensive Home Treatment Team (IHTT) for older people

This new service assesses and cares for older people with more acute and complex problems related to their mental health or dementia. It provides intense support to help avoid hospital admission if that is what the person prefers. This means they will normally offer support where a person lives. The team also helps to support people when they are discharged from hospital.

The Memory Assessment Service (MAS)

The Memory Assessment Service continues to provide assessment, diagnosis and short-term treatment for older people experiencing early dementia and focuses on diagnosing memory problems.

The majority of people are seen in a clinic and some in their own home if required. Their aim is to see people within eight weeks from referral and make their diagnosis within 12 weeks of referral.

A new care homes service

Our new Care Homes Service supports people with mental health problems who live in care homes across Leeds. It is now be split into two teams.

1. A team working with people with longer term mental health needs, including people with dementia. This is to ensure these people receive the same level of service they could expect if they were living at home – where they would be under the care of a Community Mental Health Team for example.
2. An intensive care homes team who will work with people in the shorter term. Their focus is helping people in care homes avoid hospital admission, and to support faster discharge from hospital back to care homes.

The Younger People with Dementia Team

This team has not changed and will continue to provide assessment, diagnosis and treatment for working age adults with dementia and their families.

Find out more

We've updated our website to describe all of these services in more detail. Visit www.leedsandyorkpft.nhs.uk/our-services

“These changes will improve the quality of care we offer to people, ensuring timely access to the right specialist health staff.”



supporting our veterans... one year on

More armed forces veterans in the north of England, who are facing complex mental health issues, will receive support as a service designed to help them has had its contract extended for a further two years.

It means that the Veterans' Mental Health Complex Treatment Service will be able to see more than 260 extra men and women, who are experiencing challenges as a direct result of their military service, by 31 March 2022.

It comes as the service marks its first year, and since its launch in April 2018, it's already helped 150 people.

"The Veterans' Mental Health Complex Treatment Service is for former forces personnel diagnosed with complex mental illness. Many will have been affected by trauma, so we offer trauma-focused therapies and other support to veterans, including help with substance misuse, physical health, employment, accommodation, relationships and finances," explains Vicki Ray, Clinical Team Manager for the service.

"It's been a busy year, and when I look back, I feel proud - not only of the team for everything they've achieved in that time but also of those who've come to our service. Asking for help can be really difficult and it's been incredible to see so many of our veterans on their road to recovery.

"We're now looking to the future to make sure that we continue to provide the high quality service that they deserve."

Leeds and York Partnership NHS Foundation Trust is one of only five NHS trusts in the country to be providing this service, and we're working with Combat Stress, the UK's leading veterans' mental health charity, to deliver this service in the north of England.

The service started with a base in Leeds, to cover the Yorkshire and Humber region and has recently expanded to include a base at the Beacon of Light in Sunderland, to cover the North East, and at Salford Quays, to cover the North West.

“We're now looking to the future to make sure that we continue to provide the high quality service that veterans deserve.”

"Getting the team settled across the region has been a really important part of developing the service," Vicki adds.

"Even though we're set up to see veterans wherever they feel most comfortable, it's great to have these bases established to support the work we're doing in the community."

With the service only just entering its second year, there's been plenty of opportunity to shape what's on offer and this has been an exciting time for all involved.

For example, in the first year, the Yorkshire and Humber Team developed a group with veterans that focuses on wellbeing. It follows feedback from those using the service that they 'missed getting out and about with the lads' - something which was integral to their military lives.

An arrangement is now in place with Cannon Hall near Barnsley, where the group are often invited to volunteer in the 70 acres of historic parkland. So far the feedback has been very positive and we're looking forward to seeing what comes next.

Who are we?

The NHS Veterans' Mental Health Complex Treatment Service (VMH CTS) is a specialist community mental health service for armed forces veterans.

It is for those experiencing complex mental illness related to their time in the military, and is here to help veterans regardless of when they left the armed forces.

Our service is for former forces personnel in the north of England – from communities from South Yorkshire and Cheshire up to the Scottish Borders – and is run in partnership with the UK's leading charity for veterans' mental health, Combat Stress.

It provides therapies for veterans experiencing psychological trauma (such as post-traumatic stress disorder), alongside a range of other treatments and advice.

We appreciate that the culture of the armed forces is unique and that's why this service is provided by a team in tune with military needs. Military experience is central to what we do and the service has been shaped by feedback from veterans and their families.

To find out more, visit www.leedsandyorkpft.nhs.uk/our-services/veterans-mental-health-complex-treatment-service.



Veterans' Mental Health Complex Treatment Service

Celebrating 100 years of learning disability nursing

We've been talking to some of the dedicated nurses at the Trust to find out more about what their job involves

This year learning disability nursing will have been a recognised specialty for 100 years. Nurses support people with learning disabilities, usually as part of a multi-disciplinary team, working on inpatient wards, in the community and in specialist supported living services. Together the nursing team, with the help of their colleagues, help service users to lead their lives as fully and independently as possible.

We've been talking to nurses who work in four different parts of the service to find out more about what their job involves and what they enjoy most about being a learning disability nurse.



Christina Edwards, Advanced Nurse Practitioner for Community Learning Disability Services, St Mary's Hospital

Christina qualified as a Nurse for People with Learning Disabilities in 2006. "I have always found my job rewarding, being able

to help someone achieve their goals. I am proud to have been involved in inpatient services, watching a service user's journey from admission, through treatment and discharge back to a community setting. I am also proud to have been in the team of nurses who discharged the last 'long term' service users from our inpatient services into community based care."

So, what improvements in care has Christina seen over the years? "I have seen a lot of changes over my 12 year post qualification both in inpatient and community based care. There have been changes in the law, and changes in attitudes towards individuals with learning disabilities. Care provided is now much more focussed on the person and about the individual's goals rather than service goals."

What about the future? "I would like to see more understanding of learning disabilities in the wider population and how nurses for people with learning disabilities support people – as our role is much different to nurses in other areas."



Julie Royle-Evatt, Clinical Team Manager, Health Facilitation Team, St Mary's Hospital

The Health Facilitation Team advises health service providers on how to make reasonable adjustments when meeting the needs of people with learning disabilities in mainstream settings.

Julie Royle-Evatt, the Clinical Team Manager explains "For example, a surgeon may be treating someone with a physical problem and may need support to engage with the service user in a different way so that the treatment can be undertaken successfully. Our team would provide advice and training to help support them, ensuring that the service user has a smooth and relatively stress-free pathway through Leeds healthcare services.

"It's very satisfying to know that we are passing on lifelong skills, supporting the development of professionals and carers."

"The Team started in 2017 and we have trained over 1000 people in that time – from GPs and hospital staff through to carers in Leeds community services. Since we relaunched our website in August we have received 10,000 hits – it's really important that carers are able to access resources 24/7."

Emily Davison works as a Senior Nurse at 3 Woodland Square which provides respite stays for service users with challenging behaviour.

"I love working as a Registered Nurse for Learning Disabilities (RNLD) as each working day is different. Work can be extremely challenging but rewarding as the work we do with our service users can improve their quality of life and also have a great impact on their families and carers. When service users

access respite we aim to provide them with enjoyable activities such as arts and crafts, cinema nights and day trips as well as supporting them in our usual day support services. Respite should be an enjoyable break for both the service user and those who care for them."

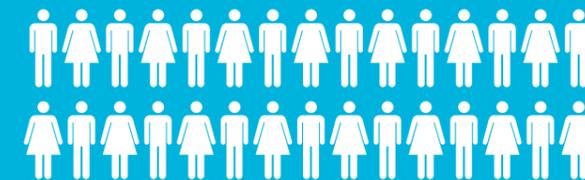
"The learning disability nursing team within the Trust is incredibly passionate both about the work they carry out as well as the sustainability and future of learning disability nursing."

Continued on next page

The Trust employs 54 registered learning disability nurses working in an array of services - Inpatient, the Community and also the Specialist Supported Living Service.

- Our inpatient services provide an Assessment and Treatment Unit, to meet the needs of people with learning disabilities who have mental health needs and/or behavioural needs. An Out of Hours Service provides advice to staff who are working with people with learning disabilities. We also have two nurse-led Respite Units, one for people with behavioural needs and the other caters for people with complex and multiple impairment. These units provide a valuable source of support for families and a break for service users themselves.
- Our community services visit services users within community settings, providing valuable advice and therapeutic interventions. We are working with Learning Disability Commissioners to develop an Intensive Support Service. The aim of this service is to work with people who have very complex behavioural, mental health or offending needs, providing intensive support within their own homes to prevent admissions to hospital.

- The Health Facilitation Team advise how to make reasonable adjustments when meeting the needs of people with learning disabilities in mainstream healthcare settings.
- The Specialised Supported Living Service supports and assists people with learning disabilities to live as independently as possible within their own home. The service supports up to 94 individuals across 16 homes with varying physical and behavioural needs.
- The Involvement Team engages with the city wide system to support key projects within Leeds. This includes providing a vital service ensuring that all of the information we deliver to people with learning disabilities is made accessible via the development of a database of Easy Read symbols.





Lindsey Hoather, Ward Manager,
Parkside Lodge and Woodland Square

preventing them from being able to achieve their potential or engage in their daily lives and support them to access less specialist and restrictive services."

So how did she start her career in learning disability nursing? "I began working in learning disabilities as a support worker with adults who had profound and multiple impairments and felt a sense of honour to be able to bring comfort and warmth into someone else's life."

"Studying to become a learning disability nurse was the best decision I have ever made. From my first day as a student, every person I've worked with since has taught me something about nursing and about myself. I feel so lucky and humbled to have

met so many wonderful service users and staff."

What does Lindsey's day to day job involve? "I see my role now as a leader, promoting good practice through role modelling, education and reflection. I have such pride in the staff team within the services and love being able to support others grow and develop their skills."

"I strongly believe that a staff team who feel valued and supported will deliver the best possible care to our service users and that's what it's all about."



Lindsey Hoather is the ward manager for Parkside Lodge, an 8 bed hospital unit, and 3 Woodland Square, a respite service at St Mary's Hospital.

She says "Our team of professionals aim to support individuals to overcome difficulties which may be

Could you help shape our future?

We are looking for the next generation of Trust governors.

As an NHS Foundation Trust, we are accountable to our members - who are patients, carers, staff and residents in the communities we serve. Our members are represented by elected and nominated governors.

There are 16 seats available in the Council of Governors' election, which will be held over the summer.

Sue Proctor, Chair of the Trust and Chair of the Council of Governors, said: "The role of a governor is an important one, providing a direct link between the Trust and local communities, staff and key partner organisations.

"As a governor you will represent the interests of your constituency, staff group or partner organisation. In addition, as part of the Council of Governors, you will receive information from

the Trust to enable you to seek assurance from the non-executive directors and account for the performance of the Board. You will have the opportunity to work with the Board of Directors to help shape the Trust's plans for the future and therefore be directly involved in achieving the vision of providing outstanding mental health and learning disability services as an employer of choice."

You do not need to have any formal qualifications or previous experience to be governor, all you need is to have a passion for improving mental health and learning disability services within the NHS.

All members should have received nomination cards in the post to their home address. More information about the election and the role of governors is available on our website.

Have your say on service user experience at this year's Big Conversation

The conversation will take place during the Annual Members' Meeting, which will be held on Tuesday 30 July at Horizon, Leeds.

Guests will be asked to consider the question, "what are the priorities for patient experience, involvement and carers for the next 12 months".

This discussion will help shape our Experience and Involvement Strategy.

The Big Conversation will follow the Annual General Meeting, where Chief Executive Sara Munro, Chief Financial Officer, Dawn Hanwell, and the newly-appointed Lead Governor, Peter Webster, will present the Trust's annual report

and accounts, and reflect on the challenges and achievements of the last 12 months. After the presentations members of the audience will be able to direct questions to the Trust Board.

Places are limited for this year's event, and will be allocated on a first come, first served basis. To book your place or to find out more about the Annual Members' Meeting, call **0113 85 55900** or email ftmembership.lypft@nhs.net.

We look forward to seeing you there!

The legal bit...

Notice is hereby given that the Annual Members' Meeting of Leeds and York Partnership NHS Foundation Trust (the Trust) will be held at 12.30pm on Tuesday 30 July 2019 at the Create room, Horizon, 3rd Floor, 2 Brewery Wharf, Kendall Street, Leeds, LS10 1JR.

The Meeting will consider, amongst other things, the following business:

Annual Report and Accounts 2018/19

To receive the:

- Annual Report for 2018/19
- Audited Accounts for 2018/19
- Auditor's Report for 2018/19

Copies of the agenda and the Trust's Annual Report and Accounts 2018/19 will be available at the Meeting. Both of these documents will also be available on the Trust's website (www.leedsandyorkpft.nhs.uk) prior to the meeting taking place. The Trust's Annual Report and Accounts 2018/19 will be available from July 2019 onwards, and the agenda will be available from the 17 July 2019.

For further information about the Annual Members' Meeting please contact:

Cath Hill, Associate Director for Corporate Governance/Trust Board Secretary
chill29@nhs.net / 0113 8555930

being a Black African, Christian and lesbian woman

We are clear that equality, diversity and fairness must remain at the heart of everything we do and we expect the people who work for the Trust, and those who use our services, to share in this commitment. Earlier this year, Martha Betera, a clinical team leader for our Forensic Services, wanted to lead by example, by sharing her story on International Women's Day. You can read her piece, 'Being a Black African, Christian and lesbian woman' below.

"Some time ago, I made a promise to myself that I was going to live my life for me. I'm a Black African, Christian, lesbian woman, and on International Women's Day, I shared my story.

The theme this year was 'Balance for Better' and I do believe that we all have a part to play in striving for a gender-balanced world. But, for me, it's about more than that. It's also about intersectionality, which doesn't just mean gender, but also covers the LGBT+ and BAME (black, Asian and minority ethnic) communities.

I grew up in a small town in the capital of Zimbabwe. I was born and bred in Harare and went to school there until I was 16-years-old.

When I was young, people used to confuse me for a boy. I would choose to wear 'boyish' clothes and I hated Sundays (church days) and family gatherings, because I'd have to wear a dress. That's what girls wear, I was told.

By the age of 12 or 13 I started to like girls a lot and not in the way a girl 'should' like another girl, I used to think. I dated a few in my teens but it was nothing serious. A day before

my 18th birthday, I arrived in England, and not long after, I came out as a lesbian. I didn't expect what came next.

"I want to support patients and staff in the LGBT+, BAME or other communities, whatever their cultures and beliefs, to access services and secure opportunities. No-one should be left behind in getting help"

In Africa, we don't have lesbians, it's considered 'unAfrican'. I was told I had a demon in me and people began to distance themselves. At gatherings, I would receive threats of rape from strangers who thought they could turn me straight.

However through all the fist fights and tears, I could rely on some supportive family members and lots of supportive friends. It was then that I learnt to live with other people's views and made the promise to myself that I was going to live my life for me.

Fast forward to five or six years ago and I began my nursing course. My first clinical placement was in a community setting and the dress code was 'smart casual' (always a hard one to pull off!) I remember asking my mentor if I needed to dress more like a 'woman' so I didn't upset the patients. She found this funny and reassured me that I should be myself and if there was any problem, told me to come and talk to her.

Now it's my turn to be the mentor and I try to be a good role model. Two-and-a-half-years after qualifying and taking up my first staff nurse post, I've recently been seconded into a clinical team leader position with the Trust's Forensic Services. I now have the opportunity to empower junior staff and students to express their views – and I think they should go for it!

I still get the odd sly comment behind my back, with some people questioning my openness and others saying my decisions aren't natural.

But I've had compliments too. I've been described as brave for coming out, living my life and not being scared to stand up for myself.

I will continue to use this outlook to help others. I want to support patients and staff in the LGBT+, BAME or other communities, whatever their cultures and beliefs, to access services and secure opportunities. No-one should be left behind in getting help – either in this Trust, or beyond.

Am I brave? Maybe. But being me is all I've ever known.

I am a Black African, Christian, lesbian woman and I'm out and proud."

Martha shared her story in collaboration with the Trust's Rainbow Alliance and Workforce Race Equality Network (WREN).

What is the Rainbow Alliance?

The Rainbow Alliance is a network of staff, service users and carers who are committed to enhancing the quality of services the Trust delivers to the LGBT+ community.

Members are empowered to step forward and become engaged in a more meaningful way, while Trust staff are encouraged to become more informed about the health risks and societal issues that LGBT+ people face.

You can find out more at www.leedsandyorkpft.nhs.uk/get-involved/rainbow-alliance.



What is the Workforce Race Equality Network?

The Trust's Workforce Race Equality Network (WREN) is a relatively new group that officially launched in October last year.

Its aim is to further develop cultural inclusivity and equity in the workplace.



putting our best foot forward

You may be aware that May was National Walking Month, with people from Leeds, York, and beyond putting their best foot forward and inspiring each other to move more.



Joe Loftus, Physiotherapist

This is something we've supported as a Trust for the past three years through our 'Step Up Challenge', where colleagues and teams have been encouraged to benefit from increased physical activity. All they've had to do to take part is get on their feet and record the number of steps they've taken throughout the month.

In past years, those taking part have covered some pretty impressive ground, with our combined step total being enough to take us from Leeds to Sydney (with steps to spare)! We're just totting up this year's results and we're hopeful that they'll be bigger and better than ever.

Why do we do this?

It's well known that keeping active can have a positive impact on your physical health, but it can do wonders for your mental health too. As well as reducing your risk of major illnesses, physical activity can help you maintain a healthy weight, boost self-esteem and energy levels, and cut the risk of stress, depression, dementia and Alzheimer's Disease, so if you can set yourself the challenge of moving more, it's worth it.

How can I get involved?

Although we choose to celebrate National Walking Month in May, moving more is a good habit for all year round and the Trust's Physiotherapist, Joe Loftus, has the following tips to help you get started.

"If you're keen to start walking, you'll need a pair of shoes or trainers that are comfortable, provide adequate support and don't give you blisters. You'll also need to wear comfortable clothing that allows you to move freely. If you choose thin layers, you can add to or remove these depending on the weather conditions.

If you don't already do a lot of walking, you should start slowly and try to build your walking regime gradually. To achieve the health benefits, it needs to be activity of moderate intensity – in other words, it needs to be faster than a stroll. If you can only walk fast for a couple of minutes to begin with, that's fine. Don't overdo it on your first day!

You should begin every walk slowly and gradually increase your pace when you're ready.

Towards the end of your walk, gradually slow your pace to cool down, and finish off with a few gentle stretches.

If you have any health conditions that could be detrimentally affected by walking more, contact your doctor or other healthcare professional before introducing a new regime. You should do the same if you start to feel unwell in any way.

Good luck!"



compliments and feedback

Older People's Inpatient Services

"My mum sadly passed away... but I have nothing but praise for the truly outstanding care and compassion shown to her by all the doctors and staff on Ward 4. Mum had two lengthy stays during 2018, and despite her continued distress, we always knew she was in safe hands and being looked after by a team of outstanding individuals. The examples I could share are too numerous to mention... In addition to the doctors and staff, the Ward Manager, Julie Lynch, and Sister Nikki Murphy were sources of tremendous support throughout very difficult times, and I feel it would be very appropriate if you could please pass on our family's heartfelt appreciation and gratitude."



Child and Adolescent Mental Health Service (CAMHS) Inpatient Unit, Mill Lodge

"I believe the staff at Mill Lodge really cared about me, every single one of them, especially my MDT team... Although I didn't like my time at Mill Lodge - it wasn't where I wanted to be - I am grateful to have received care from there. The consistency of care was excellent and I

felt like I knew my care team well. I believe the boundaries were clear and that the staff respected me. I am so grateful to the staff team there still to this day as I think they do an amazing job every day and they should receive more credit. I wouldn't be in the position I am now in, living in my community placement if it wasn't for them. So, thank you Mill Lodge!"

Care Homes Team

"I was thoroughly impressed with your visit yesterday. You are fab at your job. You were knowledgeable, you were personable and made my mam feel like you had the time to talk and spoke to her like a real person. I thought you were great with your student too. Mum asked if she could go live with you as she enjoyed the visit so much! She has not stopped talking about you since and said if she could she would pop a 0 on your wage slip she would."

Working Age Adults Community Team Handmade card received from a service user

"I sat for a very long time trying to find the words that could convey how much I wanted to say "thank you", for the listening ear that not only listened but had an idea of what I was trying to say, what I couldn't say and why I couldn't say it. You have shown me that hope is a possibility rather than a nullifying panacea. That my

situation is understandable or therefore understandable to me (both rationally and emotionally). And you kept your word. You said you wouldn't walk away and trust you were in it for the long haul. Thank you."



Acute Inpatient Services, The Becklin Centre NHS website review

Brilliant in time of crisis. I was treated with respect during my stay and saw staff treating others equally fairly with compassion and kindness under difficult circumstances. It must be a stressful job but I never felt like a burden and they were all patient and helpful. The only criticism (if there needs to be one) was food was never what I ordered. I felt it was insignificant but mentioned on feedback form (I know for others with allergies or other reasons to avoid certain foods this is important) and the nurse took this seriously and said he would investigate further. I expect this now to not be an issue as I have so much faith in the team there. If you or a loved one finds yourself here then you have access to some fabulous help and support."



for your diary

Mental health drop-in sessions

Struggling with your mental wellbeing, feeling isolated and alone? Come along to one of our drop-in sessions at local community hubs across Leeds.

First Tuesday of every month:

Dewsbury Road Community Hub,
Beeston 11am - 12.30pm

Second Tuesday of every month:

Armley One Stop, Town Street,
Armley 1pm - 2.30pm

Third Tuesday of every month:

Reginald Centre Community Hub,
Chapelton 1pm - 2.30pm

Fourth Tuesday of every month:

Seacroft Community Hub Deacon House,
Seacroft 11am - 12.30pm

We can provide:

- mental health staff to listen and offer advice and signposting
- practical support with forms and phone calls
- support to access other services

No need to make an appointment, just drop-in to a session.

Service User Network (SUN)

First Wednesday of every month,
12.30pm - 2.30pm

The Cardigan Centre, Cardigan Road,
Leeds, LS6 1LJ



Leeds and York Partnership NHS Foundation Trust



get in touch

As part of our commitment to continually improving our services, we are always keen to hear what you think. If you've got a comment, concern, complaint, or compliment, contact the

Patient Advice and Liaison Service (PALS)

Monday - Friday (9am-12pm, 2pm-4pm)

Freephone: 0800 0525 790

pals.lypft@nhs.net

You can also get in touch with us online, visit
www.leedsandyorkpft.nhs.uk

 **Leeds and York Partnership NHS Foundation Trust**

 **@leedsandyorkpft**

MindWell is the single 'go to' place for information about mental health in Leeds, including:

The MindWell logo, which consists of the word 'MindWell' in white text inside a purple oval shape.

MindWell

- clear, accurate information about support and services available in Leeds including contact numbers and opening hours for helplines
- information about a range of common mental health problems such as anxiety and stress and how to support someone experiencing difficulties
- self-help tools and information including downloadable resources, videos and animations

www.mindwell-leeds.org.uk