FOCUS ON PEOPLE

AUTUMN / WINTER 2019

@WEST LONDON
The people who work across the Trust are the theme for this edition of @WestLondon. I would like to highlight in particular the contribution made by our friends and colleagues from the EU without whose expertise the NHS would be much the poorer.

This year’s Quality Awards epitomise the best of our staff, showcasing the compassion, professionalism and commitment that they demonstrate day in day out. The awards attracted more nominations than ever with people from across the Trust and beyond taking the time to highlight colleagues’ contributions and their appreciation of the work they do. As you can read on pages 8-9, the night itself was a great success.

Neil Ragoobar, Service Director of the Men’s and Adolescents’ Medium Secure Service is another recent award winner, named as Nurse Manager of the Year by the Nursing Times. We also marked World Mental Health Day with a number of events and activities. The theme for this year was suicide prevention: Shushila Ganger, a mental health advisor from our 24-hour helpline was interviewed on Sky News, talking about how we help people who feel they have no other options left in life.

We’re also looking forward to staff and patients moving into the new Broadmoor Hospital, the culmination of hard work by many people.

I hope you enjoy this edition. As always, you can send thoughts or comments to communications@westlondon.nhs.uk

Carolyn Regan, Chief Executive

BOARD MEETINGS
Part I of our Board meetings is held in public so that everyone can hear about the key issues discussed. There is always time allotted at the end of each meeting to raise questions. If you would like to attend, please email secretariat@westlondon.nhs.uk or call 0208 354 2309. Please let us know if you have any accessibility issues.

The next Board meetings:
13 November 2019, 9.30am to 11.30am
11 December 2019, 9.30am to 10.30am

STAY IN TOUCH
www.westlondon.nhs.uk
communications@westlondon.nhs.uk
twitter.com/westlondonhns
facebook.com/westlondontrust
youtube.com/c/westlondonhns

24/7 Single Point of Access helpline
0300 1234 244

Patient Advice and Liaison Service
0800 064 3330
On 1st July, Ealing Community Partners began a ten-year contract to deliver community health and care services across the borough. Led by the Trust, the partnership which includes Central and North West London NHS Foundation Trust (CNWL), the Hillingdon Hospitals NHS Foundation Trust, Ealing Council and a range of specialist and third sector providers, including Marie Curie and Mind, delivers integrated physical and mental health services to around 40,000 local residents, including:

- Nursing for people in their own homes and community clinics
- Healthcare for people with a learning disability
- Physiotherapy, podiatry, speech and language therapy, occupational therapy and other services to help people to maximise their independence
- Care for people with long term conditions, such as diabetes
- GP services for patients in care homes
- Care at home for people who people who are at the end of their lives

Of the 800 staff in the partnership, just under 500 have joined the Trust, with around 300 working at CNWL and the remainder across the other partners. On their arrival in July, they were welcomed at a series of induction events and at a tea party, hosted by Carolyn Regan and Claire Murdoch, chief executives of West London NHS Trust and CNWL, respectively.

A number of new services are being launched in November, bringing together referrals for community health services for the first time through a community referral hub, supported by a rapid response service. Sitting alongside the Trust’s Single Point of Access mental health helpline, this aims to reduce hospital admissions by supporting patients at home.

The first three months have also seen:

- A new Somali language diabetes education group established in Southall
- The first patients being assessed locally in a new adult autism diagnostic service
- Preparations to integrate specialist children’s community nursing services

Look out for future developments in @WestLondon and at www.westlondon.nhs.uk/ecp

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**PILOT SERVICE FOR ADULTS WITH AUTISM**

The Ealing Adult Autism Assessment Service (EAAAS) has been developed as a one year pilot running from October 2019 to September 2020 to assess adults in Ealing for autism.

West London NHS Trust in partnership with Ealing Clinical Commissioning Group are piloting this new service for the diagnosis of autistic spectrum disorders for people aged 18 years and over. The service is specifically for people who do not have a learning disability and who are registered with an Ealing GP.

The aim of the new pilot is to provide a local Ealing service for specialist diagnostic assessment and brief treatment/support (up to a maximum of three follow-up sessions). Follow up sessions will be offered by a highly specialist clinical psychologist and can be used for brief one to one counselling support or advocacy to speak with family, employers or educational organisations if needed.

This service is not for long term management of mental health issues and is only available for people who have not previously received an assessment for autism. Anyone wishing to be referred to this new service should contact their GP in the first instance who can then refer on to West London NHS Trust to begin initial triage assessments.

This service will also support awareness about autism and will act to train and consult with other parts of the NHS as well as educational organisations and social services where needed.

For more info email: wlm-tr.eaaas@nhs.net.
VIDEO CONFERENCE SESSIONS FOR SERVICE USERS

West London NHS Trust’s Community and Recovery team is currently piloting a system where service users and clinicians connect by video call, known as Attend Anywhere. The aim of this project is to help increase the ways in which people can access outpatient appointments. A recent report highlighted that 1 in every 20 car journeys on London’s roads are to an NHS outpatient appointment. Coupled with this, a number of people struggle to attend their appointments due to health issues.

The project aims to offer a second outpatient appointment by video conferencing to those who missed an initial assessment. This project will help speed up the offer of another appointment date and offer a real alternative to those struggling to attend the usual hospital or community sites.

Another key aim of the project is to further support the Trust’s commitment to the Triangle of Care to allow more carers and family members to be involved, virtually, in care planning and review meetings where travel might have otherwise prohibited this.

Dr Julia Renton, Clinical Director of Community and Recovery says: “We are excited about the potential of Attend Anywhere and remain committed to any innovation which supports service users and carers in engaging with a range of support services.”

Attend Anywhere will be available to those who use Google Chrome and/or Android phones. It is part of the Trust’s community and recovery initiative to go paperless with the video calls being recorded and stored on the Trust’s patient record system.

EARLY INTERVENTION FOR PSYCHOSIS SERVICE EXPANDS

West London NHS Trust has expanded its Early Intervention for Psychosis (EIP) service. This expansion is thanks to increased investment from Ealing, Hammersmith & Fulham and Hounslow Clinical Commissioning Groups, allowing those between the ages of 14 and 45 to use the service. The service was previously only open to those aged 18 to 35 years old.

Dr Bradley Platt, Manager of EIP, explains: “Psychosis can be a debilitating and frightening experience for people as well as their friends and family members. In our EIP teams, we ensure that we share the ethos that psychosis is treatable.

“The provision of individually-tailored and evidence-based interventions help those affected by psychosis achieve improved outcomes and allows individuals to better meet their personal recovery goals. With the right treatment from an EIP service, people go on to lead fulfilled and productive lives. We are very excited to widen our service for 14 to 45 year olds.”

This service is aimed at those experiencing a first episode of psychosis, and is based on numerous research studies which have shown that those receiving comprehensive and timely access have improved outcomes.

To find out more visit www.westlondon.nhs.uk/service/early-intervention
Suicide prevention was the theme for this year’s World Mental Health Day, 10 October.

Thankfully, Shushila’s training and experience meant she was able to persuade him to change his mind.

A spotlight on the work of our mental health helpline (Single Point of Access) highlighted how we support some of the most complex cases. Shushila Ganger, a mental health advisor, gave a live interview on Sky News explaining how she recently handled a call from a young man about to take his own life.

The Mayor of London announced a new scheme whereby rough sleepers will receive mental health support. We’re proud to be part of this and will be reporting on progress in a future edition.

Nadine Dorries, Minister for Mental Health, Suicide Prevention and Patient Safety, visited a school in Feltham where the Trust and its partners provide mental health support. This is one of the pilot sites for a new nationwide initiative to increase access to mental health schools. Our Ealing Occupational Therapy team had a stall at a wellbeing event organised by local MP Virendra Sharma.

The Trust also hosted a ‘Walk and Talk’ event with a screening of a film, ‘Evelyn’ about how a family go through the grieving process of losing someone they love through suicide. The group then took part in a 5k walk around Kew Gardens.

The annual Trust football tournament took place at Goals, Osterley. Seven teams of staff and service users took part, including Hounslow Hawks and West London FC – with Trust’s Estates team taking home the trophy.

“I’ve completed the suicide prevention training, have you? It only takes 20 minutes and you could save a life.”
Caroline Regan, West London NHS Trust Chief Executive.

www.zerosuicidealliance.com
FIRST OCCUPATIONAL THERAPY APPRENTICE FROM LONDON

In the first partnership of its kind in London, West London NHS Trust has teamed up with Coventry University to offer Occupational Therapy apprenticeships to staff as an innovative way of developing and retaining them.

Megan Heaphy is the first person to start an Occupational Therapy apprenticeship in the capital.

She will split her time between Coventry University and Broadmoor Hospital, where she is currently an Occupational Therapist Assistant, helping patients with complex personality disorders.

Her ambition to become an Occupational Therapist started when she volunteered in a hospital occupational therapy team after completing her undergraduate degree. Her interest accelerated when she joined the Trust a year ago.

Helen Lycett, West London NHS Trust’s lead on Allied Health Professionals, who played an integral role in building this partnership with Coventry University, says: “Working as an Occupational Therapy apprentice is hugely important for those who want to progress their careers in this field of healthcare. Partnerships like ours with Coventry University are essential as it enables us to share our expertise and resources, unlocking the potential of those willing to be successful occupational therapists.”

Megan says: “I am really excited to be starting my Occupational Therapy apprenticeship, and to be the first in London to do so is just the icing on the cake. It is a real privilege to be looking after patients and I look forward to gaining further experience and training within my apprenticeship that allows me to deliver even better care.”

POSITIVE RESULTS FOR BODY WORN CAMERA PILOT

A research paper on a pilot project run by the Trust on the use of body worn cameras on mental health wards has delivered positive results for staff and patients. The paper, by Tom Ellis, Institute of Criminal Justice Studies, at University of Portsmouth showed the following key findings:

- Body worn camera use was associated with a significant reduction in the severity of incidents on local service admission wards
- There was a significant decline in the use of tranquillising injections during restraint incidents
- Body worn cameras were associated with a reduction in the overall seriousness of aggression and violence in reported incidents.

Jim Tighe, who led the pilot, has been asked to speak at conferences about the use of body worn cameras in a mental health setting.

Stephanie Bridger, Director of Nursing and Patient Experience at the Trust said: “The pilot provided us with really useful data which supported the use of body worn cameras on our inpatient wards. The data showed that the cameras helped reduce serious incidents and modified behaviour in a positive way, for both staff and patients. This has been a great innovation for us and we will be rolling this out across our Trust.”

FRAUD AWARENESS

Did you know that fraud costs the NHS approx. £1.27bn a year? 17 – 23 November, 2019 is fraud awareness week and we’ll be highlighting some of the simple things that can be done to prevent fraud.

Any concerns should be reported immediately to West London NHS Trust’s Local Counter Fraud Specialist, Lianna Parker-Carn on 07800 617462 or at lianna.parker-carn@rsmuk.com
SUPPORT THE TRUST CHARITY

Have you considered supporting the Trust’s charity?

All funds raised are spent solely on projects, facilities and equipment to benefit service users.

Recently, the charity has funded:

• Tovertafel, an interactive light table was installed in our dementia wards (was highlighted in our last edition of @WestLondon
• Museum tour for services users of Hounslow CATT
• Suicide prevention Walk and Talk event on World Mental Health Day

The charity has also agreed full and partial funding for the following which have not been fully developed yet:

• Dementia Resource Room in Hammersmith and Fulham
• Broadmoor Animation Project – Service users create animation pieces relating to their experiences
• Sensory/De-escalation Room for young people

Applying for funds:

Trust staff can apply for charitable funding to be used for the benefit of groups of service users (not individuals). Equipment or projects which are not covered by NHS funding will be considered by the Charitable Funds Committee as long as they enhance patient care.

It’s easy to apply for charitable funding by completing the form on the charity page on the Exchange and returning it to wl.charity@westlondon.nhs.uk

If you’re a regular shopper on Amazon, please consider using this link: smile.amazon.co.uk/ch/1051836-0 when shopping on their site. It doesn’t cost anything and there’s no change to your shopping experience. By using the link, a small percentage of all purchases will be donated to the charity.

If you would like to fundraise for the Trust charity, go to www.westlondon.nhs.uk/west-london-nhs-trust-charity or speak to our charity champion, Nyarai.Chuma@westlondon.nhs.uk
A fantastic night was enjoyed by more than 300 people at this year’s Trust Quality Awards. 12 category winners, chosen from over 500 nominations were presented with their awards and certificates at the event hosted by Rasheed Ogunlaru.

Notable winners on the night were Pearl Ward, who picked up the Chairman’s award, as well as jointly winning the innovation award with the Back on Track – long term conditions team. The Carers’ Event also picked up two awards, in a night of joint winners, with three shortlisted nominees for the Patients’ Choice, Care and Compassion award all being announced as winners.

Congratulations to all of the winners and runners-up.
WINNERS’ LIST

Employee of the Year
Nishi Siwela

Mentor of the Year
Beverley Edwards

Non-Clinical Employee or Team of the Year
Zita Shah

Innovation
Back on Track Long Term Conditions Team
Pearl Ward

Promoting Hope and Wellbeing
Carers’ Event

Partnership
Bed Management Team

Apprentice of the Year
Sidney Bray

Promoting Diversity
Carers’ Event

Patients’ Choice: Care and Compassion
Nael Suleiman
Nyarai Chuma
Ewelina Borodziuk

Chairman’s Award
Pearl Ward

Team of the Year
Sandown Ward
Cranfield Ward

Involvement
Robert Nessling

Back on Track Long Term Conditions Team, the Innovation Award

Bed Management Team, the Partnership Award

Cranfield Ward, Team of the Year

Nishi Siwela, Employee of the Year

Carers’ Event, the Promoting Hope and Wellbeing Award and Promoting Diversity Award

Thank you to our sponsors
PUTTING THE FINISHING TOUCHES TO NEW BROADMOOR HOSPITAL

Work has been underway over the past few months to get the new Broadmoor hospital ready for staff and patients to move in before the end of the year.

Over the past few weeks, the final touches on all the wards have been carried out, the ward gardens finalised and the testing of all our equipment completed. Training of all staff and familiarising them with the new buildings means everything will be ready from the moment patients move in.

In September, we received independent validation that our preparations are on track when we were visited by an external review team and rated as green – the highest possible rating. The reviewers highlighted the staff and patient engagement as exemplary and recommended that this work should be shared across the wider NHS as an example of good practice.

Everyone entering the hospital – both the existing wards and the new buildings – now come through the new entrance building, which opened in October.

Neil Montgomery, Design and Construction Manager for the redevelopment, said: “It’s really exciting that all the hard work over the past few years has paid off and we are so close to completing the new hospital. There have been a few frustrations along the way but to receive the highest possible rating from the external review team is a testament to the dedication of all the staff involved. We can’t wait to move in.”

FIRST TRIANGLE OF CARE STAR

West London NHS Trust has been given its first Triangle of Care star.

The Triangle of Care star is given by the Carers’ Trust charity to NHS organisations that show a proactive commitment to ensuring carers are fully involved in patient care.

The Trust implemented the Triangle of Care in 2018, setting out how carers, service users and professionals should work together to support recovery and to sustain patient wellbeing by including and supporting carers.

This star is the first of three that are required for the Trust to be given full recognition by the Carers Trust. The first star is for completing stage one (self-assessing all inpatient and crisis teams) and then committing to improve.

Gillian Kelly, our Deputy Director of Nursing, says: “Carers have an integral part to play in ensuring that our patients are given the best care possible. Many of the carers are patients’ loved ones and without them, we cannot tailor to the patients’ everyday needs. Gaining the Triangle of Care star is an emblem to the incredible work our carers do. Our commitment now is to keep going and to gain all three stars.”

To find out more about our Triangle of Care commitment, go to our website.

RESTORATIVE JUSTICE MARK FOR BROADMOOR

Broadmoor Hospital is only the second NHS hospital in the UK to have gained an approved Restorative Service Quality Mark (RSQM) from the Restorative Justice Council.

Restorative Service is a system of criminal justice which focuses on the rehabilitation of offenders through reconciliation with victims and the community at large. The RSQM is a badge of quality that guarantees a service provides safe, high quality restorative practice which meets the six Restorative Service Standards. Broadmoor Hospital joins other RSQM awardees – in sectors ranging from criminal justice through education to care – delivering high quality restorative processes.

It has taken six years and the involvement of many staff across the hospital to achieve the award, working closely with Henry Kiernan, an accredited RSQM facilitator and trainer for the South of England.

Dr Estelle Moore, Head of Psychological Services at Broadmoor Hospital, has been at the heart of the work to achieve the Quality Mark. She says: “Receiving the Restorative Service Quality Mark is an important step in helping patients to be accountable in their recovery and in helping victims and families give voice to their experience of crimes committed against them. Restorative practices can restore trust and create the context for closure for those involved.”

For more information visit https://restorativejustice.org.uk/
NEIL RAGOOBAR IS NURSE MANAGER OF THE YEAR

Service Director of the Men’s and Adolescents Medium Secure Service, Neil Ragoobar, won the award for Nurse Manager of the Year at the national Nursing Times Workforce Awards in September.

On winning the award, Neil said: “It is a huge honour to have won a Nursing Times Workforce Award. I am privileged to work with a team who are dedicated and strive for better care for our patients. This award is more for them than it is for me.”

Leanne McGee, Director of High Secure and Forensic Services, who nominated Neil for the award, said: “Neil fully deserves his Nursing Times Award. He embodies everything that’s great about the NHS and inspires all the staff that work with him. This award is a testament to his dedication in delivering the best patient care.”

Neil has worked at the Trust for more than 20 years, starting out as a student nurse at Broadmoor Hospital. Since then, he has progressed through different roles at Broadmoor before taking up his current role at West London Forensic Services in 2015.

Read his interview with The Sun newspaper at: https://www.thesun.co.uk/money/10208870/nurse-work-in-nhs-here/

HOUNSLOW DEMENTIA LIAISON SERVICE WINS NATIONAL AWARD

In July, the Hounslow Dementia Liaison Service won the National Older People’s Mental Health and Dementia Award, in the category of ‘Initiatives to support older people’s mental health needs’.

The Dementia Liaison Service is part of the Hounslow Liaison Psychiatry Service, based at Lakeside Mental Health Unit and West Middlesex University Hospital.

The service fills a gap between the hospital and community services for our older patients. Patients’ mental health needs are assessed at the same time as their physical health needs, with follow up visits to ensure a good handover into the correct community services.

The service has reduced readmissions into hospital by ensuring the right care plans are identified and implemented for patients, before being discharged, through joint working with other community services.

SERVICES SHORTLISTED FOR 2019 HSJ AWARDS

Back on Track IAPT service in Hammersmith and Fulham, has been shortlisted for the category ‘Workforce Initiative of the year’ and London Perinatal Mental Health Network for the category ‘Acute or Specialist Service Redesign Initiative’.

Back on Track have designed an approach to improve staff morale, productivity and engagement. A wellbeing team was set up, consisting of frontline clinicians implementing a range of actions, including a weekly reflective practice group, staff yoga and mini mindfulness sessions. The wellbeing team offer feedback to the senior management team about service development and leadership qualities, which has shaped how team members’ appraisals are conducted, with staff having one personal wellbeing objective each year.

London Perinatal Mental Health Network, which includes the Trust’s Perinatal Service, has resulted in women being able to receive a wider range of interventions from low intensity self-help programmes, to high-level specialist in-patient care. Partnership working has allowed for a more integrated care approach which has led to improved outcomes for mothers and children in the short, medium and long term. Benefits include the appropriate use of services, early intervention and the prevention of escalation and crisis.

The winners will be announced at an awards ceremony on 6 November 2019, held at the Battersea Evolution Centre, London.
WHAT DO OUR TRUST PHARMACISTS DO?

Did you know that West London NHS Trust have pharmacies at Broadmoor and St Bernard’s Hospitals, as well as satellite pharmacies at Claybrook, Clayponds and Lakeside Mental Health Unit?

Have you ever wondered what our pharmacy teams do? Read on to understand what their job entails.

Who is in the pharmacy team?
The team consists of consultant pharmacists, highly specialist pharmacists, clinical pharmacists, medicines safety officers, team leaders, medicines management technicians and assistant technical officers.

What training have they done?
Pharmacists are all clinically trained, and they must stay up to date with the most recent advances in pharmacotherapy (therapy using pharmaceutical drugs). Pharmacists are involved in writing policies and procedures to ensure a consistent and safe approach towards all aspects of medication. Many of our pharmacists are actively involved in research working as part of a multidisciplinary team. They give advice on the best choice, dose and use of medication, possible adverse effects as well as how best to manage these effects.

Who do I speak to?
If you’re an inpatient at the Trust, you will have an allocated person from the pharmacy team. Please ask if you’d like to speak to them. We’re always keen to hear from patients and service users about their experiences of taking medication. Alternatively, you can find patient information from www.choiceandmedication.org which has information in different languages.

What is the most important part of their job?
Accuracy is key in the day-to-day running of a dispensary, so that patients get the right medicine, the correct dose and the correct information on administering every single medicine that leaves the department. This is the speciality of technicians and assistant technical officers.
TIME TO GET YOUR FLU JAB

Flu can be a serious illness and for many people may be fatal. On average, 8,000 people die from the flu every year, but in the winter of 2017/18, there were an estimated 26,000 deaths.

Frontline NHS staff are more at risk of being exposed to, and therefore, of spreading the flu virus, so vaccination is a vital part of infection control. It helps to stop flu spreading and to protect those who are at increased risk from complications. That's why it's important to get your free flu jab as soon as possible to protect yourself, your family and your patients.

Being healthy won’t stop you getting flu or passing it on. The flu virus can infect anybody, and even someone with no visible symptoms is still at risk of passing the virus on.

It is important for those who meet the criteria for the free flu jab to book an appointment with your GP or local pharmacy.

The free flu jab is available if you:
• are 65 years old or over
• are pregnant
• have certain medical conditions
• are living in a long-stay residential care home or another long-stay care facility
• receive a carer’s allowance, or you’re the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill.

Flu virus strains change, so it’s important to have a flu jab every year ahead of the flu season. And remember, having a flu jab can’t give you the flu.

Please get your free flu jab. Visit https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/ for more information

Carolyn Regan, Chief Executive getting the flu jab

CLAYPONDS HOSPITAL ART EVENT

The Pharmacy team at Clayponds Rehabilitation Hospital recently hosted an art event for patients and staff. Patients with a range of conditions such as stroke, dementia and other neurological conditions, and staff took part in a range of activities including painting.

Creative thinking increases the feel-good neurotransmitter Dopamine. It boosts drive, focus, and concentration, and stimulates the creation of new brain cells that communicate (brain plasticity). Research has shown that mental decline is mainly due to loss of communication between brain cells, not from cell death. More Dopamine prepares the brain for learning, planning ahead and resisting negative impulses, warding off depression, and protects the brain from aging.

The artwork is currently on display at Clayponds Hospital.
RESEARCH CONFERENCE A GREAT SUCCESS

The Trust’s Research Conference in June highlighted the publication of a number of studies on topics such as dementia and physical healthcare, emphasising the importance of retaining staff to maximise our research capacity and provide better patient care.

The conference included insightful presentations on:

- Physical health inequalities among those with severe mental illness within different ethnic groups in South London
- Prescribing medication for those with psychosis, and
- How women with severe mental illness can undergo a smear test with confidence.

Dr Samantha Scholtz, Director of Research, explored how research answers clinical questions, Research Associate Dr Lindsay Dewa discussed how researchers can involve service users; and the Cognitive Impairment and Dementia (CIDS) and Forensic teams ran successful workshops.

Go to our website for more information about the conference.

PROJECT CHOICE GRADUATION

Project Choice is the first scheme in London to offer young people with special educational needs (SEN) work experience.

The Trust celebrated the contribution of 14 inspiring young people with (SEN), with a graduation ceremony in June.

Project Choice gives young people with SEN a chance to boost their employability skills and self-confidence. The students work one day a week for an academic year at the Trust. They work in different parts of the organisation such as Facilities and Recruitment. The roles were tailor made to suit the individuals who were mentored by managers of the departments involved.

The young people came from Belvue College, a special school located in Northolt.

Joan Gibson, Belvue College’s key stage 5 Assistant Head spoke at the graduation: “The students felt at the end they can achieve things at work. Parents were really pleased to see their young people working in meaningful roles in a place like the NHS.”

The programme is led by Lindsay McCafferty, the Trust’s Work Experience and Widening Participation Lead.

There are plans to expand Project Choice over the coming years. If you would like to learn more about how to get involved, contact Lindsay.McCafferty@westlondon.nhs.uk.
PATIENT FEEDBACK SECTION

Feedback from service users is crucial and this edition looks at a piece that was sent to the Vocational Recovery Service.

"I would like to send you a review for the support and help I’ve received from Sian Blithing as my Vocational Recovery Adviser. I was placed under Sian’s support following the termination of my contract at Spark! the National Work Experience at GSK, Brentford.

Over the course of two years, from August 2017 to September 2019, Sian inspired me to remain resilient, despite constraints from my mental health issues. With regular meetings, encouraging emails, being resourceful (providing helpful points of contact and advice), to seeing me face-to-face at difficult points in my journey, Sian has been a valued member of my support network.

Following a difficult bout in my mental health progress, Sian made herself available to ensure my safety and stepped in as a confidante when the necessary support had not been readily available. This care became a reminder that I needed to carry out the same level of self-care in such points of crisis. From this point, I have successfully implemented this and have overcome, perhaps, the most challenging time in my mental health progress.

Under Sian’s support, I found meaningful long-term work at GSK; a short term contract that was renewed more times than I expected (originally a two-month contract to 16 months of full-time employment). Now, I have returned to full-time education and will complete my Undergraduate Degree via a top-up pathway.

I send my sincere thanks to Sian."
Charlotte Davies, Healthcare Facilitator, Broadmoor Hospital.

Tell us about your job?
I came here straight after finishing my health and social care course at Bracknell and Wokingham College. To be honest, I couldn’t have wished for a more varied and interesting first, full-time job. Each day is totally different and the work is very rewarding. I’m happy here, there are lots of opportunities for progression and the team I work with is absolutely amazing.

How will the new hospital environment change your typical day?
The new hospital is great. It’s massive, with so much light and really makes our old ward look very dark and dingy. The extra space means you can see everything, so we’ll be able to manage any issues that come up quickly and much more effectively. Our new ward also has cooking facilities, so we’ll be able to prepare meals with the patients, which is really exciting as we’ve not been able to do that before, so it’ll be a new experience for all of us.

What were the most important things you learnt during your familiarisation training?
How to collect and deposit keys and how the ward will operate. There was an in-depth session on the new personal attack alarm which you carry with you, which is in addition to the wall mounted alarms. So it’ll be a much safer and faster method of alerting others to any problems.

Is there anything else your team is doing to prepare for the move?
We’ve been working on individual care plans and mapping out how each patient will move across to the new hospital. One of our team members has been allocated to patient property. Our patients are very particular about their belongings, so she’s working with them to reduce the number of items they’ll need to take. This process was started early and will all be finalised by the time we move.

What have you been telling your patients about the new hospital?
That the new hospital is going to be so much better for them and there are so many benefits, such as ward gardens, flowers and places to sit down. Each bedroom has its own shower room, so they won’t have to wait around for a free cubicle.

If you weren’t a healthcare facilitator what would you be?
I think I’d start my own charity. I have a passion for underprivileged children and saw many of my friends experience mental health issues at school. So I’d like to educate young people about mental health and give them a better understanding of the various conditions that exist and the effect these have not only on the individuals themselves, but also their friends and families.

What’s the most important lesson life has taught you so far?
Take time for yourself and where possible develop a strong support network. It’s important to get plenty of rest and do lots of different activities that you really enjoy.