

Annual Review 2014-15

Welcome

It has been a busy and successful year for the Trust as we enter the final phase of our four year transformational programme making us a more effective organisation, delivering better service and care for our service users and carers, both out in the community or through our in-patient units.

Our staff have continued to deliver outstanding care whilst rising to the challenge of all the recent changes in the Trust in the way we operate and deliver our services. We have worked together to create a strong foundation upon which we can build for the future.

Looking back over the 2014/15 financial year, this review provides a snapshot of how we have been doing. Our progress and list of achievements are impressive:

- Kingfisher Court, the new 86 bed, £42m mental health facility, which opened with great success, is at the forefront of the Trust's recovery model and has set a new national benchmark for the provision of mental health care
- Three new Community Hubs have brought us closer to our service users in their local communities
- The relocation of the Thumbswood Mother and Baby Unit to state-of-the-art refurbished premises in Kingsley Green supports new mothers with mental health challenges
- The launch of a Dementia First Aid Course provides greater understanding and support for families and carers
- Our new Trust wide learning and development centre, The Colonnades, in Hatfield, transforms the way in which we develop and grow our staff and has welcomed 29,000 visitors since it opened its doors
- Our Host Families project, which places service users with local families in the community, has been further developed to support the rate and outcomes for recovery

The investment in our future has been substantial but always focused on improvement, efficiency and adding value to all. In a climate of increased pressures both in demand and the need to find further funding economies, it is a real achievement that the Trust delivered a break even at the end of the financial year. This is a reflection and tribute to the immensley hard work of everyone in the organisation.

We have consistently concentrated on 'the possible' and 'the deliverable' throughout the year and have worked well with our key partners (NHS England, CCGs, Herts County Council, other NHS Trusts) and regulators (Monitor, CQC) to build on and strengthen our relationships. This partnership also includes valuable and important collaborations with third sector organisations such as Herts Mind, Viewpoint, Carers in Herts and many others. We also and importantly extended our IAPT offering by winning new contracts in Mid and North Essex.

We would like to thank everyone for their tremendous help, encouragement and support and look forward to working together in partnership to deliver another successful and productive year in 2015/16.



Tom Cahill,
Chief Executive



Chris Lawrence,
Chair

Our year in numbers

2,900 staff working across 60 sites

391,444 service user contacts

37,000 referrals through
Single Point of Access

3,785 carers and service users
completed Having your Say forms

PALS received 562 calls,
complaints handled 248 calls and
the Trust received 1,262 compliments

178,166 occupied bed days

9,000 staff visited the
Learning and Development Centre
in the Colonnades with an average of

250 hours of training taking place
every week since it opened

£42m Kingfisher Court opened for business

The UK's newest and most progressive, multi award-winning mental health facility opened its doors in the shape of Kingfisher Court, an 86-bed unit on the Kingsley Green site.

The £42m building sets a new benchmark for mental health care, giving service users greater freedom and a programme of care focused on recovery.

The four year project is a huge investment for the mental health trust but the right one says chief executive Tom Cahill.

Tom said: "I was a mental health nurse earlier in my career and the days were people were effectively locked away wasn't that long ago.

"Thankfully, attitudes have changed and we are in a very different place today. Kingfisher Court is testament to that progress and a project we are all justifiably proud of.

"It's more than a building and has a real heart to it. I'm very proud of what we have achieved with the help of so many people."

The building occupies part of the old Harperbury Hospital site which closed more than decade ago and was renamed Kingsley Green.



Country move for new-look mother and baby unit

Thumbswood Mother and Baby Unit has moved to new premises on the Kingsley Green site, near Radlett.

The six bed unit, which treats mums with mental health issues, relocated from QEII Hospital in Welwyn Garden City to its newly refurbished home earlier in the year.

Thumbswood Mother and Baby Unit is only one of a handful in the UK that cares for and supports expectant mothers from 32 weeks pregnant to mothers of infants up to one year old.



These mothers are struggling with mental health issues such as post natal depression, psychosis and pre-existing conditions such as schizophrenia, bi-polar affective disorder and depression.

It offers a range of supportive therapies and treatments at the unit including cognitive behavioural therapy, music therapy and baby massage.

There is also regular involvement from a local post natal charity/support group set up by mothers who were previously treated at the unit. They provide support and understanding, regular pampering sessions and have also funded the unit's sensory room.

The majority of mums make a full recovery and return home within 6-8 weeks.

For more details, see: www.hpft.nhs.uk/our-services/mother-baby-unit/

Colonnades offers state-of-the-art learning and development centre

The Trust has been looking for a new HQ to replace its current base in St Albans which is due to be refurbished and turned into a service hub.

It has now begun moving staff into the Colonnades, a modern office and training development in Hatfield.

The heart of any organisation is its staff and the Trust is committed to providing an ongoing training and development programme ensuring our people can be the best they can be.

As a result, the Colonnades includes a trust-wide learning and development hub.



The hub has an on-site library, IT training suite, access to hot-desking, and an open space where staff can meet informally.

There have been more than 9,000 visits to the centre since it opened, with an average of 250 hours of learning and development taking place in the building every week.

Tom Cahill, Chief Executive said: "Right from the start, our vision was to create a learning and development facility which echoed our values and I really believe we have achieved that.

"I am certain that the Colonnades will not only be a great place to work but also an excellent development facility for all of our staff."

Lottery funding for self-help groups

The Trust's community eating disorders service won lottery funding to set up two self-help groups for people with eating disorders in Hertfordshire.

Health experts estimate several thousand people live with an eating disorder in the county with some still to be diagnosed for conditions including anorexia, bulimia and binge eating disorder.

The groups will be run by people who have recovered from an eating disorder themselves who will be initially supported by staff from the Trust's Community Eating Disorders Service. For more information, contact CEDS@hpft.nhs.uk

Triage on the end of a telephone

The Single Point of Access (SPA) service is proving increasingly popular with more than 52,000 calls in the past year.

SPA provides a 24/7 'telephone triage' service offering advice and referrals to people with mental health and learning difficulties, carers, medical professionals and the general public.

The team, which includes qualified mental health professionals and referral advisors, has seen a 140% increase in enquiries since it was launched three years.

Contact SPA: 0300 777 0707

Trust launch LGBT*Q booklet

A partnership of Hertfordshire based organisations has produced an information guide for the county's lesbian, gay, bisexual and trans* community and those questioning their identity (LGBT*Q).

The guide, which took six months to compile, includes information and contact details about everything from health, housing and coming out to support groups, getting married and parenting.

The guide was produced in response to the social isolation and prejudice that some members of the LGBT*Q still experience and offers a 'go to' guide for advice and support.

For more details, see: www.hertspride.co.uk/docs/herts-lgbt-guide-2014.pdf



Trust among top 100 places to work

The Health Service Journal, in association with NHS Employers, has recognised the Trust as one of the 100 best organisations in the UK.

HSJ's Best Places to Work is a celebration of the UK's elite public sector healthcare employers.



Trust wins national awards

The Trust won a number of major awards during 2014/15.

This included two of the biggest mental health accolades in the UK in the shape of the Health Service Journal awards.

The Trust's commitment to creating an accountable organisation dedicated to positive change was reflected in the winning the Health Service Journal's 'Board of the Year.'

Astley Court in Norfolk also won the 'Value in Mental Health Care' Award. The 12 bed purpose built unit provides an inpatient assessment and treatment service for people with learning disabilities.



The Trust is hopeful of further success in the coming financial year.

Clinicians' pilot Dementia First Aid

A group of clinicians are focusing their attention on carers to potentially stem the increasing number of dementia related hospital admissions.

Dr Arun Jha, who works at the Logandene Centre in Hemel Hempstead, says offering greater support to carers will have a positive knock-on effect in awareness, understanding and management of the condition that affects nearly 15,000 people across the county.

As a result, the team has created the world's first dementia 'First Aid' course which aims to put more than a band aid on the problem of how carers both look after themselves and loved ones struggling with the condition.

The four hour course consists of education and various coping strategies, mindfulness meditation and FACE, an awareness tool which stands for Face the situation, Assess the risk, Counsel the person and Engage in activities.

The team, who have been shortlisted for a national award, are working on a second four hour module which involves videoing carers as they interact with dementia sufferers in their own homes.

Carers are then invited to watch the video and see how they can potentially improve their communication skills with the aid of doctors and nurses.

If you would like to know more, go to: www.dementiafirstaid.info/home.html

Trust thanks its Experts by Experience

Experts by Experience - people who have personally experienced mental illness - make a valuable contribution in helping the Trust improve mental health services.

They contribute in a number of roles including as members of the Service User and Carer Councils and the Young People's Group, Peer Support Workers, Peer Experience Listeners, interviewers, trainers and as members of various committees, focus groups and forums.

A good example is CAMHS Young People's Council which is made up of young people who've experience of using CAMHS and HPFT services

The council ensure young people's voices are heard and that services meet their needs. Their work has included organising events, workshops, presentations to psychology students and helping develop the CAMHS website and related App.

One Expert by Experience volunteer said: *"I've worked in an administrative role for both the Service User Council and Carer Council over the past year which has built my confidence and self-esteem and given me belief in my own skills."*

"Despite the imposed austerity measures and threat of further cuts the positivity of all service users involved with the council has shone through"
Service User Council Member

"One of my Peers told me that he wouldn't be here now if he hadn't met me and started to engage with Peer Support"
Peer Support Worker.

"One client I arranged a grant for a short break for said 'thank you for all you have done. You have really made a difference to my life'. Just receiving a response like that makes my job even more worthwhile."
Carer Peer Support Worker.

Trust gold for triangle of care

The Trust has passed Stage One accreditation of the Carers Trust's Triangle of Care (ToC). ToC recognise carers as partners in care including improving engagement in acute inpatient and home treatment services.



HPFT has spent the past 18 months working towards completion of stage one accreditation requiring self-assessment of 27 inpatient settings and community services.

The submission was given the thumbs-up by the Carers Trust who recognised the thoroughness of the assessments and quality of carer involvement and feedback.

The next stage of ToC accreditation will be to self-assess remaining community services which are already taking place.

We're helping to Spot the Signs of suicide

The Trust adopted a zero tolerance approach to suicide with its Spot the Signs campaign which raises awareness and support for people having suicidal thoughts.

The campaign, which is run in collaboration with Herts MIND Network, aims to make everyone alert to the signs of suicidal thoughts as well as challenge the stigma around suicide.



Local residents are encouraged to visit the Spot the Signs and Save a Life website (www.hpft.nhs.uk/spot-the-signs/) for information on how to recognize whether someone may be having suicidal thoughts. The website also offers suggestions about what someone can do if they are worried about another individual's state of mind.

100% pass for junior doctors

Congratulations to the Trust's junior doctors who have all successfully passed their Royal College of Psychiatrists exams.

All of the six trainees who sat their final exams in January this year and the four trainees who took their exams back in October passed - exceeding the national average which currently stands at around 46%.

Speaking about their success, Dr Kunle Ashaye, Head of Psychiatric Training, said: "This is not only the best result the Trust has ever had but is also the best result among the mental health trusts in the East of England this year."

For more information, email comms@hpft.nhs.uk You can also find us on Twitter and Facebook at Hertfordshire Partnership University NHS Foundation Trust

Improving safety for our patients

HPFT and its partner organisations officially launched a two-year project that look at ways of improving safety for patients using mental health services.

The Safer Care Pathways in Mental Health Services project is one of only ten initiatives in the UK to get a share of The Health Foundation's £4m quality improvement programme funding.

The project aims to make improvements in safety by tackling known gaps between best practice and current delivery of care.

Nurses lay tracks for better service

Making Tracks - setting the direction for HPFT nursing brought nurses together from all over Hertfordshire and parts of Essex and Norfolk to the Colonnades, Hatfield, to help shape the profession's direction during the next five years. Speakers included Jane Cummings, Chief Nursing Officer for England, the trust's new deputy director of nursing Dr Jane Padmore, service users and support organisations.

Jane Padmore, Deputy Director of Nursing and Quality, appealed for nurses and health care assistants to contribute to the nursing strategy saying:

"I want this to be a document that is meaningful for nurses that work in all service areas doing a diverse range of roles. The strategy will be applicable to all, reflect the challenges we face and what our nurses want to see for themselves and their patients.

"It's important to me that the nursing strategy is practical and that staff want to be part of and contribute to it. What I don't want is a corporate obligation that sits on a shelf gathering dust."

For more details about the nursing strategy, email jane.padmore@hpft.nhs.uk

Booklet to help young carers

HPFT has worked with young carers across Hertfordshire to put together a guide for young people who are caring for someone with a mental health problem.



The Young Carer's Mental Health Booklet is packed with useful information for young carers to help them understand a bit more about how a mental health condition might affect the person they are caring for, and to show what support can be found in Hertfordshire.

For details, see: www.hpft.nhs.uk/our-services/carers/

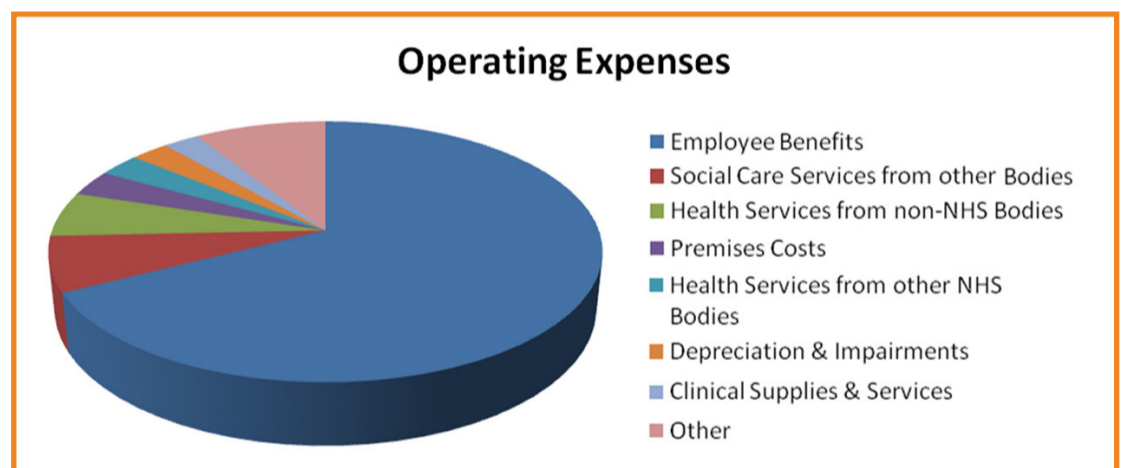
On the money

2014/15 has been a challenging year financially across the NHS and HPFT has not been immune to these pressures. We have however maintained our income at £201m and continued to invest in our environments with net assets of £186m.

Income and Expenditure – Throughout the financial year we managed our costs very closely and met and exceeded performance in relation to many of our quality measures. However, we experienced both unprecedented demand for services and increasing acuity in many services. In maintaining our focus on quality, we were not able to achieve the planned surplus, resulting in an underlying break-even position, £2m behind our planned performance. This gave us a Continuity of Services Risk Rating of 4 (the best possible) from our regulator Monitor which reflected the strength of financial management despite the underachievement against the plan.

Summarised Statement of Comprehensive Income	2014/15 £m	2013/14 £m
Operating income	201.3	198.4
Operating expenditure and Finance costs	(211.2)	(199.1)
Surplus/(Deficit) for Year	(9.9)	(0.7)
Adjustment for Exceptional Items (Impairments)	9.9	3.0
Surplus/(Deficit) for the Year (excluding exceptional items)	0	2.3

Operating income	£m	%
Income from Activities	191.7	95.2
Other Operating Income	9.6	4.8



Like other Trusts, we spend mostly on staffing. We also commission £27m of social and specialist health care packages. We operate from over 100 sites in Hertfordshire, Norfolk and North Essex. Operating expense details are contained in note 5 (page 20) of the Annual Accounts for 2014/15.

Net Assets (Balance Sheet) – We have Net Assets of £158m as at 31 March 2015, including cash balances of £28m, which we will continue to invest in improving our services through, for example, the new Seward Lodge development ongoing refurbishment of inpatient facilities and community environments.

Summarised of Statement of Financial Position	31 March 2015 £m	31 March 2014 £m
Non current assets	177.1	180.7
Current assets	39.6	38.1
Current liabilities	(31.0)	(34.4)
Non current liabilities	(27.4)	(18.0)
Total net assets	158.3	166.4

Visit our website: www.hpft.nhs.uk – Follow us on twitter @HPFT_NHS

Like us on Facebook: search *Hertfordshire Partnership University NHS Foundation Trust* to find our page.