

Partnership

Issue 52/Autumn Winter 2017

Matters

HPFT provides support to people with mental and physical ill health and learning disabilities

RADIO STARS

Our Eating Disorders Service on Woman's Hour

TAKING THE LEAD

Walking dogs for health

INNOVATION TIME

Bright ideas shine at our AGM

MEET OUR NEW GOVERNORS

Going for gold

Liam Dwyer at the Special Olympics

Our  values

Welcoming Kind Positive Respectful Professional

PMM CONTENTS

03 **Welcome**
Tom Cahill,
Chief Executive

04 **Our innovations**
Safe Care

05-06 **Our people**
Liam Dwyer going for gold
Jess Lievesley on what inspires him



10-11 **Our events**
New Leaf College news
Recovery
Conference goes
countywide



12-13 **Our governors**
Introduction from
Chris Lawrence, Chairman
Meet Jon Walmsley,
our new Lead Governor
Welcome to our new Governors
Our AGM

14-15 **Get involved**
How you can get involved
Our Art Exhibition
Our guide to
mindfulness



07-09 **Our services**
CAMHS Eating Disorders Service's radio debut
Taking the Lead – Pets As Therapy
Norman Lamb MP visits Broadland Clinic

GOVERNOR ELECTIONS SPECIAL ISSUE

by Alison Smith, Marketing and Events Officer



Welcome to another great issue of Partnership Matters.

In this issue our Penny and Lucy from our CAMHS Eating Disorders Service discuss their radio debut, Norman Lamb MP visits Broadlands Clinic for a Q&A session, our Recovery Conference goes countywide and we discuss how Pets As Therapy dogs are encouraging our services users to keep healthy.

We are delighted to welcome our new governors to the Trust. Whilst the next Governor elections are not until next year there are still plenty of ways that you can get more involved with HPFT. To find out more go to pages 14-15.

Get in touch

Email: comms@hpft.nhs.uk or write to us at the address on the back page.



It has been a very busy year but despite increased demand across all our services our staff remain committed to providing the best possible support for our service users, putting them at the centre of all they do. We are extremely lucky to have such a talented and dedicated workforce.

At time of writing we are preparing for a CQC (Care Quality Commission) inspection. The inspection, which will be unannounced, will focus on core services as well as how the Trust is led. We will report back on the CQC's visit in the next issue. CQC inspections are very important for ensuring that we continue to deliver a high standard of care and constantly adapt our services to ensure that our service users are getting the best possible support available.

Good to Great Roadshows – listening to our staff

During the year I and our Executive Team get the opportunity to visit staff in their workplaces as part of our Good to Great Roadshows and listening events. We encourage them to share their ideas on how we can work more effectively, which we then put into practice. We were also keen to learn from staff what they felt most proud about in their roles. For many the thing that filled them with pride, and they took as a privilege, was being there to support service users in times of crisis.

Our AGM – celebrating a successful year

Our AGM was an excellent platform for showcasing some of the innovations in our services including a seaside themed RemPod - reminiscence space and a cardio wall – an interactive indoor exercise unit. It provided an opportunity to celebrate a successful year and look at exciting developments planned for 2017/2018. Our guest speakers, Jane and Len Tompsett, spoke movingly about their daughter, Kathryn's struggles with anorexia and passionately about the support both they and Kathryn had received from Penny Smith and the CAMHS Eating Disorders Service.

“Our service users are at the centre of all we do” Tom Cahill



Tom at our AGM with Emily and the RemPod

Our Recovery Conference

HPFT thrives on change and innovation and as I write this HPFT's 11th Recovery Conference is well underway. Recovery is all about assisting those in their journey to live happy and independent lives. In order to reach even more of our service users our staff came up with the idea of running it in more than one location. As a result this year it's being organised in 6 venues including one in Norfolk! It is a great example of really putting those that we serve first.

SOCIAL

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Find us on Facebook @hpft.nhs

Our values
Welcoming Kind Positive Respectful Professional

SafeCare-Live helping to ensure efficient staffing levels

How an innovative new technology is benefiting staff and service users

An innovative new system called SafeCare-Live, which helps with managing workforce levels, is currently being rolled out to inpatient areas across HPFT's sites. The suggestion to use SafeCare-Live came about after staff shared their ideas for improving services by using technology to support this with HPFT's Executive Team. Staffing levels are continually reviewed and the numbers of staff required at a particular site may also vary on a daily and sometimes hourly basis dependent upon the needs of service users. Managing these fluctuations and ensuring efficient and effective allocation of staff is a challenging and time consuming process. Using SafeCare-Live enables managers to monitor and manage staffing levels and respond to the changing needs of their service users far more easily as they have access to real time analytical data. For example if SafeCare data shows that one ward is extremely busy on a certain shift and another ward is not as busy, clinical skill can be moved to where it is most needed in real time. Ultimately, this results in a safer and more consistent experience for HPFT's service users and frontline staff. This is a much more effective and time saving system.

In December 2016, SafeCare-Live was piloted in four sites over a three month period. All four sites went 'live' in early March 2017. Since then this technology has been rolled out to more sites. SafeCare-Live is now operational within 21 inpatient units and once all are benefitting from the new system HPFT will commence implementation into a specific number of the Trust's community services.

McLaughlin, Team Leader on NE Inpatient Unit at Lexden Hospital commented:

“SafeCare-Live has empowered nurses in charge to make decisions on safe staffing. It allows nurses to have quicker access to real time information and to use this in a meaningful way to support care and treatment. SafeCare-Live puts the patient at the centre for the first time, as staffing decisions are now based on patient acuity needs”



Teamwork is the key – in nursing and sport

Clinical nurse specialist Liam Dwyer speaks about his role in the Special Olympics

Sports coach and staff nurse Liam Dwyer spoke about the challenges and rewards of combining his role at the East and North Community and Assessment Treatment Service, at Saffron Ground, Stevenage with coaching football, at the Special Olympics in the summer.

Liam, who is a clinical nurse specialist, was approached after successfully coaching a St Albans-based team of people with learning disabilities to win trophies. Reflecting on the experience, he said: "I got a real sense of achievement coaching in really top facilities. A lot of work had gone in behind the scenes as well. I had players from three different counties and it was good to see them all come together."

Going for gold

In the end the team narrowly missed out on a bronze medal. Dealing with the disappointment presented a challenge for Liam, but also an opportunity to reflect on the positives. "It was a difficult situation when the team was disappointed – they deserved to come away with something because they played very well. I said to the players "Have you improved as footballers during the week?" and they agreed they had, so I said

“During the week we stayed at Sheffield Hallam University and a lot of players had never been away from home or carers before, some were homesick. It wasn't just coaching on the football pitch that I was doing, I made sure they were eating well and improving their physical wellbeing.”

The players improved their football skills, but also grew and gained relationships, as they bonded during the competition. "What was lovely was, by the end of the experience, watching the friendships between the players. They still all meet up and keep in contact. For me it was a bit of a learning curve, but for the lads it was a massive experience. They felt like pro footballers for a week, they lived their dreams," said Liam. He added that relationships forged on the pitch had widened service users' support networks and helped them to develop.

Empowering people to achieve their goals

Reflecting on the Special Olympics and his role as a nurse, Liam said teamwork was the key in both, and growing and achieving together was a clear crossover. He added: "My motivation is being able to have the opportunity to empower and equip an individual through either sport or nursing interventions to help achieve their goals."

As a result of his experience Liam has become deeply involved in advocating the benefits of sport for people with learning disabilities. "It is social, it promotes physical wellbeing – it ticks so many boxes," he said.



Liam Dwyer

“I am passionate about the care we offer”

Jess Lievesley, Director of Delivery and Service User Experience talks about his role and what inspired him to work in mental health services

As well as being a member of our board, I am responsible for ensuring that all our services, across all four counties, deliver round the clock care to our service users and carers 365 days per year. It is without doubt the busiest job I have done and also the most rewarding. I am passionate about the care we offer and I am constantly looking at areas where we can improve and go that little bit further in meeting the needs of those we support. It is for this reason I am delighted to have the opportunity to do what I do, working with so many great staff, service users and colleagues who all share our vision and values.

I wanted to challenge the status quo”

I have always worked in mental health. I started out as a nursing auxiliary in Leeds in a Victorian psychiatric institution where I was inspired to change things. As someone who had grown up surrounded by mental illness I wanted to challenge the status quo! For this reason I left and became a mental health nurse based in Cambridge before joining HPFT in 2000 as a community psychiatric nurse.



Jess answering questions at our staff listening event.



“I was so proud of Lucy, she was so brave to share her story on the radio”

Penny Smith, Advanced Eating Disorders Practitioner, and Lucy, a service user, discuss their radio debut

Lucy, 18, has received treatment for anorexia from our Eating Disorders Service. She is passionate about the support she has received and after hearing an item about anorexia on BBC Radio 4’s Woman’s Hour she wrote into the programme about the benefits of outpatient treatment. As a result both Lucy and Penny were invited to be interviewed live on the programme.

HPFT’s CAMHS (Child and Adolescent Mental Health Services) Eating Disorders Team treat a range of conditions which include anorexia. Over the years they have developed exceptional expertise in this field and one important area of focus has been on how outpatient treatment is provided to support families.

“Lucy is such a fan of Woman’s Hour and was so excited” Penny

Penny admits to feeling nervous before her radio debut. However, when they arrived at the BBC they were made very welcome and taken into the legendary Green Room to join Jane Garvey, Programme Editor and her guests.

“If you want a hug from your Mum and Dad you can’t have it” Lucy

During the interview Lucy spoke about her experiences of inpatient treatment. “I’ve been an inpatient three times and those periods were honestly just black.” she said. Lucy was just 12 years old when she was first admitted to hospital. “I was taken away from my family to a hospital in London. It’s not like a homely environment, doors are locked and when you want a hug from your Mum and Dad you can’t have it.”

“The more people we can help in the community the better” Penny

Penny discussed the benefits of outpatient treatment with Jane. “The treatment we offer is very recovery focussed. We do a lot of work around restoring physical health and helping young people and families understand the illness so they can both challenge it and fight it together. This approach has proved particularly effective and has reduced the number of admissions to hospital.”

The amount of help service users need varies. Some require more intensive support which means the team could visit someone five days a week with the hope of avoiding the need for inpatient treatment. Penny sees Lucy twice a week. Lucy says “I’ve been seeing Penny since I was 12 years old so it’s a professional relationship but she’s also a friend and I trust her with everything.”

“The positive feedback we received from listeners was amazing!” Penny

Penny says “I thought Lucy was so brave to share her story on the radio and I felt she made her point beautifully. I was also really impressed with how she challenged the interviewer over topics she did not agree with. Lucy is phenomenal.”

CAMHS Eating Disorders Service wins an HSJ Award

In 2016 our CAMHS Eating Disorders Service won the HSJ Award for Compassionate Patient Care for their Hospitals at Home scheme.

HSJ judges said the scheme “feels very person centered” and “really focused on prevention and early intervention”.



Penny with Lucy at Radio 4.

For more information about our Eating Disorders Service please contact:

Tel: 01707 364000 (ask for the Eating Disorders Service)
Email: ceds@hpft.nhs.uk
www.hpft.nhs.uk

Write to: Hertfordshire Community Eating Disorder Service, Rosanne House, Parkway, Welwyn Garden City, Hertfordshire AL8 6HG

“What will the next generation look back on and question?”

It is of no surprise to me that we look back at those days of providing psychiatric care in large asylums and wonder how we ever thought that was the answer. However, it does beg the question ‘what will the next generation of mental health and learning disabilities professionals, service users and carers look back on and ask why?’ Perhaps it will be ‘why are the mind and body often treated in isolation?’ Or, why is recovery not always front and centre of everything we are about?

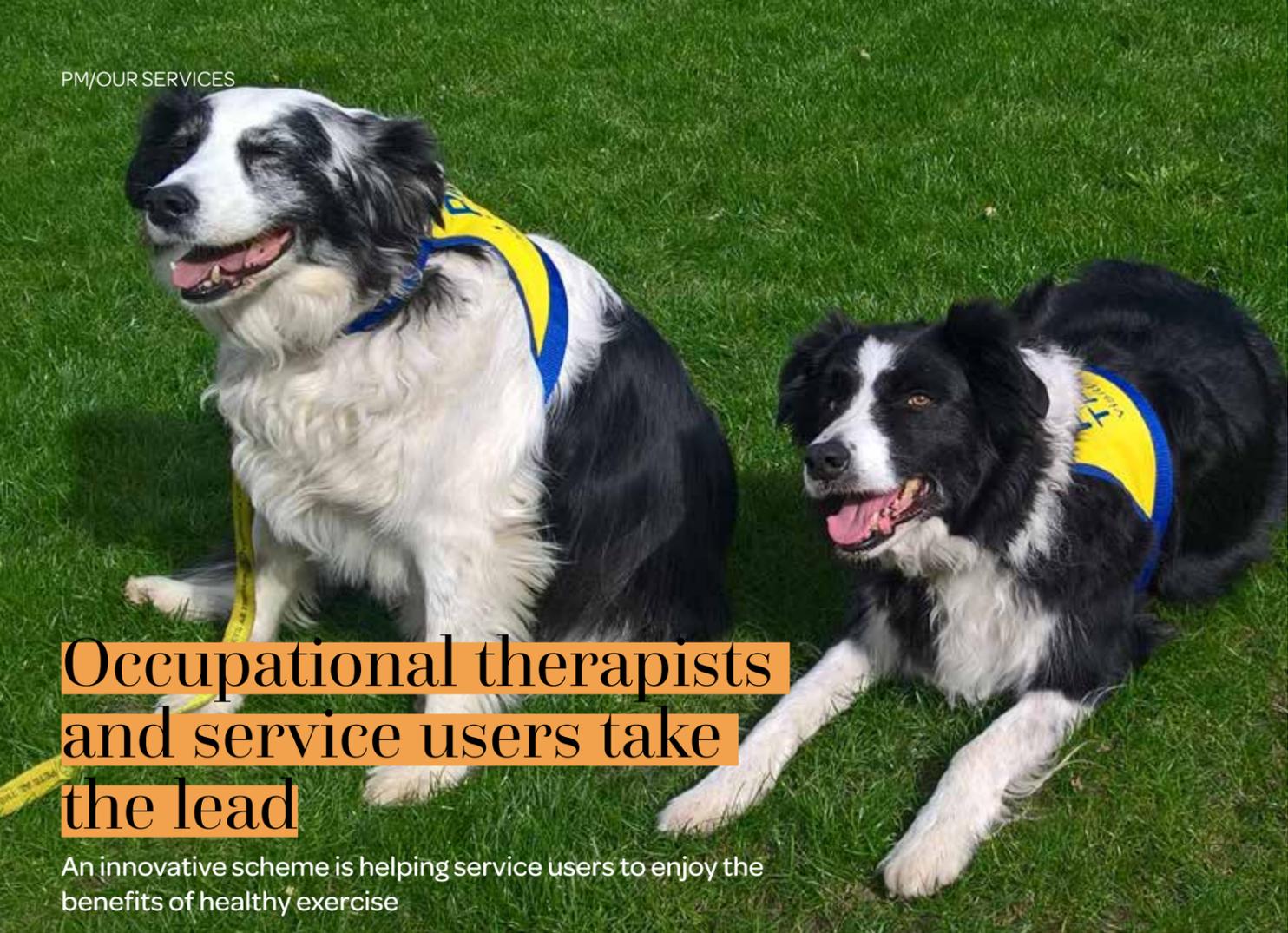
Whilst we can’t predict the future what is clear is that the fundamental building blocks of care, supported by a strong value base and a genuine desire to instil hope and optimism will always be part of what we in HPFT are about.

“People in our care should enjoy the same quality of life as everyone else”

I absolutely love HPFT. For me it is about continually improving our services and championing our commitment to recovery and new models of care. These are so important if we are to ensure those people in our care enjoy the same quality of life as everyone else and that we never send a message devoid of hope for what the future might bring.

“It is important that we are also looking after people’s overall health and wellbeing”

It is important that that we are not only addressing people’s mental health needs but also looking more widely at their overall health and wellbeing. This means that we need to think about how the services we offer change because this represents a great opportunity to shape services for the future and really improve the outcomes for real people living real lives.



Occupational therapists and service users take the lead

An innovative scheme is helping service users to enjoy the benefits of healthy exercise

Occupational therapists have traditionally offered walking groups to people in our inpatient services. These groups:

- facilitate promotion and discussions regarding physical health and exercise
- allow people a chance to get off the ward, away from the hospital environment
- offer an opportunity to socialise, support and care for others in a relaxed environment
- allow occupational therapists to assess: motivation, mental state and function, physical function and stamina, social interaction, road safety, awareness of others and community skills

Additionally, in the past occupational therapy staff have organised the use of PAT (Pets As Therapy) dogs to visit inpatient services. Whilst this is a lovely activity for many, it tends to be quite a passive activity where service users can interact with PAT dogs on the wards.

The benefits of dog walking

In an innovative approach designed to encourage more people to enjoy the benefits of healthy exercise the Occupational Therapy Service combined the two activities, introducing PAT dogs to already established walking groups at two of our sites. This has had a very positive reaction from service users:

- the group interacts much more amongst themselves and with the PAT dog and dog owner
- there is increased fun and enjoyment

- service users look forward to the walks and it gives them a routine
- it is providing a sense of purpose to the exercise
- fresh air and exercise help with sleeping
- it promotes discussion of family pets, routines and activities at home that support physical health

Our walking groups have become much more popular as a result of including the PAT dogs

Walking in groups with the PAT dogs has been great for our service users – they love being in the outdoors, away from the ward. The dogs have increased their enjoyment – they can just observe the dogs enjoying their walk or can ‘take the lead’ themselves, allowing them a chance to take care of the animal.

There has been a significant increase in the amount of people wishing to participate in the groups, as the PAT dogs are loved by attendees.

Physical Health Strategy

In 2017 we introduced our Physical Health Strategy with the aim improving the physical health of those who use our services. People with a severe mental illness die on average 15-20 years earlier than the rest of the population and these deaths are largely preventable. The strategy will make sure that our service users are supported to achieve the best possible physical health and innovative ideas like the PAT dogs walking groups are helping us in this aim.

“This is a voyage of discovery for me”

In September Norman Lamb, MP for North Norfolk, former Minister of State for Care and Support and a passionate campaigner on mental health issues visited Broadland Clinic in Norfolk. He was there at the request of service users who, following on from discussions about politics, decided that they would like to meet and put their questions to a real life politician. Norman Lamb was the obvious choice and was happy to accept the invitation.

The visit was coordinated with Opening Doors, which is a user led organisation run by and for people with learning disabilities in Norfolk. It was organised by two service users: Pete from Broadland Clinic and Paul from Opening Doors.

Broadland Clinic – medium secure service

Broadland Clinic is a medium secure service which provides care, treatment and rehabilitation to up to 25 men with learning disabilities and autism. The aim is to ensure that after a period of care and treatment they have the necessary skills to return to the community.

A dedicated team of staff ensure that all service users are treated fairly and with dignity. As well as treatment and therapy, there are organised classes on subjects ranging from art to English and discussion groups on various subjects. Service

Norman Lamb MP visits Broadland Clinic in Norfolk to answer service user’s questions

users learn practical skills to help them to adapt to the outside world; they are encouraged to cook for each other and can also grow vegetables in the clinic’s garden.

“What is a typical day for you?”

Norman Lamb has visited a number of Mental Health units, locally, but it was his first time at Broadland Clinic. “This is a voyage of discovery for me” he said.

After a tour of the clinic’s facilities Norman Lamb joined a group for a Q&A. The service users were clearly very engaged and whilst some were keen to know if he owns a sports car – he doesn’t - and what his pay is, others were more concerned with his views on social housing and the 1% pay cap.

Norman spoke about the challenges of being an MP: he works long hours and often seven days a week but admitted that it is an immensely enjoyable and varied role where no two days are the same. On the challenges faced by those with mental health issues he said that he felt that many were overlooked in society and that they deserved parity of esteem. “We have to keep campaigning for equality.”



Norman Lamb MP with staff from Broadland Clinic and Open Doors

Autumn term kicks off for New Leaf College

New Leaf College – Hertfordshire’s exciting new initiative providing free learning for wellbeing to adults living with mental and physical health challenges – is kicking off its third term with a number of additional courses and venues on offer

New courses for autumn

New to the curriculum this autumn is ‘Living with a long-term physical health need’, a three hour course designed to give an understanding of how living with a long-term physical health challenge can affect a person’s emotional state. Co-produced with partners who have lived experience of physical health needs, the course provides students with the practical skills and confidence to manage their wellbeing.

Also new this term is a specific course designed for carers. ‘Caring for someone with a long-term illness or disability’ is a six hour course run over two sessions, exploring the emotional impact of caring for someone and the changes in a carer’s relationship with that person. Co-produced with carers, the course also offers an understanding of the various policies that aim to support people looking after someone. A third new course, ‘Sleeping Well’, recognises the crucial part sleep plays in a healthy lifestyle.

@newleafcollege @newleafcollege



New Leaf College Campuses

New Leaf’s courses take place at town centre venues across the county, with two new campuses - St Albans and Bishop’s Stortford – being introduced this term. The college operates on a self-enrolment basis, recognising that people are expert in their own wellbeing and recovery.

- Bishop’s Stortford
- Borehamwood
- Hatfield
- Hemel Hempstead
- Letchworth
- St Albans
- Stevenage
- Waltham Cross
- Ware
- Watford

For more details about the courses and how to enrol:
 Visit: www.newleafcollege.co.uk
 Tel: 01442 864966
 Email: info@newleafcollege.co.uk



New Leaf College Staff

Recovery Week: ‘Personal Development for All and Making Decisions Together’

HPFT’s recovery conference goes countywide

In October 2017 HPFT held its 11th Recovery Conference. This annual event also celebrates World Mental Health Day on 10 October. In a change from previous years the conference took place over a week and in five different locations across Hertfordshire and including Norfolk, bringing the event closer to service users and carers.

The theme of this year’s conference ‘Personal Development for All and Making Decisions Together’ was all about putting people at the forefront of their own recovery. As Andrew Nicholls, Interim Head of Recovery and Psychological Services said “If it is you that something difficult is happening to, then it is you who will very likely hold the key to finding a successful way forward”.

The events brought together representatives from Hertfordshire Mind Network, New Leaf College, Guideposts Trust, The University of Hertfordshire, HPFT and those with a lived experience of mental health issues who presented a number of workshops and talks. The interactive sessions provided an opportunity to: learn new techniques for aiding recovery, share experiences, and discover where to get support.

Each event started with a video entitled ‘Reflections on Personal Development for All and Making Decisions Together’, which featured individual stories of co-production and personal development. This was followed by an introduction to New Leaf Wellbeing College by Irma Mullins, Development Manager and Melanie Hannon, a tutor at the college. Melanie gave a very inspiring talk in which she spoke passionately about how she had benefited from the courses. “New Leaf showed me I do have strengths.” Melanie became a tutor at the college because she “wanted to give something back”. She now plans to go to university.

There has been a marked increase in the overall numbers

of people attending this year’s events with a greater representation amongst service users, those who are in the process of recovery, carers and family members.

There was lots of positive feedback following the sessions with one attendee emailing in to say “I just wanted to feedback on an excellent Recovery Conference in Watford. The talks and personal stories will be very useful in my journey towards recovery. I got bits out of each talk.”



Some of our Conference Makers



“We are delighted to welcome our new governors to the Trust”

Says Chris Lawrence, Chairman

I am delighted to be able to welcome our new governors. It is always a pleasure to induct new governors into the Trust, they bring with them innovative ideas, renewed energy and different ways of looking at the Trust.



Chris Lawrence speaking at our AGM

I would like to congratulate Jonathan Walmsley on his new role as Lead Governor as well as thanking Richard Pleydell-Bouverie, his predecessor, for his sterling contribution

over the last year. I am delighted that Richard is staying on as a governor.

It’s also at this time of year that we sadly say goodbye to some of our governors who have either come to the end of their tenure or have decided to move on. We are very grateful for their help and support over the years and we wish them all the very best for the future.

Our Governors and members play a critical role in helping us to deliver better outcomes for our service users, their carers and our staff and I am very proud of all that the Trust has achieved this year with their support. On behalf of the Board and Executive leadership of the Trust we cannot thank them enough for all they do.



Meet our new Lead Governor

Jon Walmsley discusses what led him to become involved with HPFT



When a close family member suffered serious anorexia and recovered with help from the NHS and her amazing carer father, I saw up close the difference the right care at the right time makes. I also saw the exhaustion caused by the relentless pressure on her father.

This and other close to home experiences inspired me to stand as a governor. My hope

has been to use my professional experience to contribute to the continuing success of HPFT providing such high quality and timely help for those of us in our community who need it.

As a publisher, I tried to understand the challenges faced

by health care professionals so that my company could produce books and journals that helped them do their job. As a general manager, I learned the importance of getting the nuts and bolts right consistently while keeping the real human objectives centre stage. As Lead Governor my aim is to help coordinate the governors in supporting HPFT to put service users first by consistently getting the basics right.

I’m hugely impressed by the warm and positive attitude of everyone connected at HPFT. The values are clearly lived every day from the individual manager who finds some budget to improve a service user’s garden, to the countless staff repeatedly going above and beyond the call of duty.

There are, of course problems/challenges, but HPFT’s rating of ‘Good’ is not easily won, and what I’m most looking forward to as Lead Governor is meeting as many service users, carers and staff as possible.

AGM 2017 – celebrating a successful year

In July 2017 we held our annual AGM. This flagship event celebrates our successes, looks at the challenges we face and how we can move forward from Good to Great

Transforming lives

Over the last year, HPFT has continued to deliver great care despite increased demand on services. There have been some very positive developments including the continued transformation of our dementia units at Lambourn Grove and Logandene, the expansion of our award winning CAMHS Eating Disorders Service, the establishment of our Mental Health Street Triage scheme in partnership with Hertfordshire Constabulary and the launch of our Physical Health Strategy. The NHS National Staff Survey and the National Community Mental Health Survey have also endorsed the quality of our services.

Showcasing innovation

One of the focuses of this year’s AGM was innovation and featured a range of stands showcasing some of the exciting ideas that teams have come up with to improve the support we provide. This included a seaside themed reminiscence space or RemPod, a cardio wall which is an indoor exercise unit and The Blender Project – an ingenious idea designed to get people eating healthily.

CAMHS Eating Disorders Service in the spotlight

A highlight of the evening was a moving account by Jane and Len Tompsett of their daughter, Kathryn’s, struggles with anorexia. They recounted their efforts to both understand and support their daughter through this devastating illness before receiving support from the CAMHS Eating Disorders Service. The help that both they and their daughter received was life changing and thanks to Penny Smith, Advanced Eating Disorders Practitioner and her team, Kathryn made a full recovery.

The meeting also included an overview of the year, a presentation about the annual finances, an overview of our plans for the year and a Q&A session.



A warm welcome to our new governors



“I want to help shape and implement change”

Meredith Griffiths

Meredith is an ex-director of nursing with experience in both the public and private healthcare sectors. Meredith says that her mother’s diagnosis with dementia has given her a more in-depth view of what is required for those using HPFT’s services.



“I wanted to give something back”

Dr Colin Egan

Colin has been an employee and service user. He wanted to give something back after all the support that he had received from HPFT as a service user and feels that that he has a number of skills, experience and expertise that will really benefit the Trust.



“I always felt looked after and wanted to show my gratitude”

Harinder Singh Pattar

Harinder is the Head Teacher of The Heathland School in West London. He wanted to become a governor in gratitude for the care that he and his family have received over the years at local hospitals. He was recently awarded an OBE in recognition of his long service in education.



“I care passionately about mental health issues”

William Say

William has experience of HPFT’s services both as a carer and service user. William says “I will use my own mental health experiences and insights to represent the interests of members. I care passionately about mental health issues and breaking down negative stereotypes.”

Ways to get involved

Get involved and make a difference to your local community. There are so many ways that you can support the work of HPFT



Verity Masters, Governor

As a member you are already part of our community but we would like to invite you to play a bigger role in assisting us to deliver great care. Whether you would like to help out as a volunteer, join one of our councils or become a governor to help shape our services or use your experience to support carers and service users, we want to hear from you.

hand experience of using our services. As a member of the council you will join other service users in feeding back ideas for improvements to our services.

The Carer Council is an opportunity to have your say

This friendly and supportive group gives carers a real opportunity to have their say and share their ideas for how we can improve our services.

Young People's Council: get involved and get your voice heard

As a young person, you are important to us in helping develop our services and the way that are run. The Young People's Council gives you the opportunity to join others in having their say and to really get involved in what we do.

Research and development: help us develop better forms of treatment

We encourage service users, their friends, families and those with a lived experience of mental ill health to become involved in our research and development to further our understanding of certain conditions and in the development new and better forms of treatment.

Become a governor and help shape our services

Governors play an active role in the way the organisation is run. They are member of a number of important decision making committees and act as the Trust's ambassadors.

Volunteers: join our team helping to provide great care

We are always keen to recruit more volunteers to our team. Volunteers make a very important contribution to the Trust whether helping out in an office or supporting staff and families at one of our centres, we couldn't do without them.

Service User Council: we want your feedback and ideas

We want to hear from you if you have first

Become an Expert by Experience: your experience is important to use

Experts by Experience (EbE) are people with experience of using our services as either a service user or a carer who are interested in undertaking activities with the Trust. This is an important part of helping us to ensure that we develop services to meet your needs.

Become a Peer Experience Listener

As peer experienced listeners users and carers provide a listening ear to other service users and carers and a platform for them to share their experiences and stories. They are a crucial communication link for open dialogue and collaborative working between professionals and service users.

For more information

To find out more and to watch a video of our supporters discussing what they get from their roles, go to: www.hpft.nhs.uk/get-involved/

We look forward to hearing from you.

Mindfulness: learning to live in the now

A simple guide to what it is, how it helps and where to find out more

Good mental and physical health is important for everyone. So in this issue we thought we'd look at one important technique that can help improve your overall sense of wellbeing: mindfulness.

What is mindfulness?

Modern day living brings challenges whether you're working or not, if you live with someone and even if you don't we can all be affected from time to time by stress and negative feelings. Mindfulness uses simple techniques such as: focusing on our breathing and things around us, actively listening to what is said to us, going for walk or trying something new, to help us live in the moment.

According to Professor Mark Williams, former director of the Oxford Mindfulness Centre, mindfulness means knowing

directly what is going on inside and outside ourselves, moment by moment. "It's easy to stop noticing the world around us. It's also easy to lose touch with the way our bodies are feeling and to end up living 'in our heads' – caught up in our thoughts without stopping to notice how those thoughts are driving our emotions and behaviour," he says.

When people practice being mindful they feel less stressed, anxious and depressed. Indeed, UK Government's National Institute for Health and Clinical Excellence (NICE) recommends Mindfulness-Based Cognitive Therapy (MBCT) for the treatment of recurrent depression.

According to research mindfulness has positive effects on several aspects of a person's overall health including the mind, the brain, the body and behaviour, as well as their relationships with others. Mindfulness can be used as a tool to manage your wellbeing and mental health and this can help you:

- cope better with life
- make the most of your potential
- play a fuller part in your family, workplace, community and among friends

For more information

If you would like to know more about mindfulness including taking part in an online course go to: www.bemindful.co.uk www.nhs.uk/Conditions/stress-anxiety-depression/Pages/mindfulness.aspx#more



This picture is part of the Hertfordshire Partnership University NHS Foundation Trust (HPFT) Art Collection www.hpft.nhs.uk/art-project

"Identity"

The New Maynard Gallery

The Hawthorne Theatre Foyer

Campus West, Welwyn Garden City AL8 6BX

2 March 2018 – 14 April 2018

"An exhibition of art exploring the theme of identity by people with a lived experience of mental health and learning disabilities"



About Us



Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well

Our Vision

Delivering great care, achieving great outcomes – together

Our services

We provide mental health and social care services – including adults of working age, older adults, children and adolescents and specialist learning disabilities services

Our services cover Hertfordshire and some areas of Essex, Buckinghamshire and Norfolk

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