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Governors' Bulletin

A Governors' Bulletin is issued following each quarterly Council of Governors meeting to update you of their recent work done on your behalf. The [April 2016 bulletin](#) includes:

- Lorenzo electronic patient records
- E-rostering
- Discharge letters to patients
- Suffolk Wellbeing Service contract won by the Trust
- Plans coming together
- Improving services to black and minority ethnic communities
- How they raise issues of concern with the Trust

Care Quality Commission inspection

On 11th July 2016 a team of inspectors from the Care Quality Commission (CQC) will come to the Trust to start an assessment of our services. The assessment will be carried out over a two week period and the team will consist of CQC staff, specialist advisors and experts by experience (service users and carers). It's the CQC's job to monitor, inspect and regulate services like ours to make sure they meet the fundamental standards of quality and safety which are set out in the Health and Social Care Act.

The Trust was last inspected in 2014 at which point a number of areas were identified as requiring improvement. This is a follow-up inspection to make sure that we meet the necessary standards and have made / are making the recommended improvements.

During the inspection they will want to talk to service users, carers and staff about their experiences of the care the Trust provides and will approach people directly as well as organising focus groups. There will also be feedback boxes around the Trust to post comments. They will combine all evidence from the inspection with a range of other information including:

- Complaints
- Information from stakeholders
- Service users and staff surveys
- Peer review schemes
- National databases.

Service users, carers and staff can tell the CQC about their experiences of our care at any time via the following:

- Online: www.cqc.org.uk
- Telephone: 03000 616 161
- Email: enquiries@cqc.org.uk

The CQC will write a report based on what they have found and decide on a rating for the Trust. NSFT welcomes the inspection as it will offer an opportunity to showcase the excellent and innovative practice within the Trust, demonstrate the improvements that have been made since the last inspection, as well as reflect on areas that still require improvement.

Mental Health Perspectives – new video channel

Our new YouTube channel called [Mental Health Perspectives](#) contains over fifty talks from experts by profession and by experience, that is service users and carers, talking about various mental illnesses and their treatments.

Governor shares her experiences to help parents using new support website

Anne Humphrys, who is also an elected Carer Governor for our Trust, has shared the challenges she has faced to co-author four sections for a new online resource, [MindEd for Families](#), which contains more than 35 new bite-sized e-learning topics, individually tailored to equip families with the skills to identify and support a child with a mental health condition. It also provides guidance on mental wellbeing.

Anne, from Suffolk, was invited to contribute to the new online tool as a result of her work with [YoungMinds](#), a charity committed to improving mental health for young people, and for whom she provided feedback as to what help and support parents need.

“I am delighted to be involved in such a useful online resource, having felt the frustration of being faced with dozens of results when trying to find urgent online advice at 2am to help my daughter, when all I wanted was one comprehensive website with all the information I needed,” said Anne.

To read more, please [click here](#).

Service user and carer involvement

The Trust continues involving service users and carers in changing and developing services by holding local meetings at various locations in Norfolk and Suffolk. To find what is local to you and the dates of meetings please [click here](#).

To get in touch with the service user and carer involvement team, please contact: Sharon Picken – Service user and carer involvement lead by email Sharon.picken@nsft.nhs.uk or phone 01603 421225

Trusts governors attend many of these meetings, service user governors chair some of them, and they welcome your feedback – either in person or by emailing governors@nsft.nhs.uk.

Equal Lives – Grassroots Peer Support

Equal Lives invite people to discuss the creation of a Grassroots Peer Support network in Norfolk. This initial, informal meeting will be held on Wednesday May 11th at Café Marzano's in The Forum, Norwich 6 - 7.30pm. You don't need to book, just come along for all or part of the time.

The purpose of this meeting is to provide an opportunity for people / peer support workers to share ideas regarding setting up a Norfolk-wide peer network with information on services, groups and individuals in the area. The meeting will help grow a collective and supportive arena for disseminating services and community support, and be a springboard for promoting peer support throughout the region.

For more information, or to pass on your ideas, please contact Hazel or Dandelion: hazel.simons@equallives.org.uk, dandelion.snowley@equallives.org.uk or phone 01508 491210.

Suffolk Young People's Health Project survey

[Suffolk Young People's Health Project](#) (or 4YP) is a charity that provides and co-ordinates services to improve the social, emotional, and physical health and wellbeing of young people in Suffolk.

Please help 4YP reach as many of people aged 12 to 25 who live in the county to promote the survey on what support works well and what needs to be improved. The survey will be available until 31 May 2016.

To access the survey please [click here](#).

Reading Well for young people

'Reading Well for young people' is a new scheme which provides expert information and a recommended reading list of fiction and non-fiction to help tackle some of the mental health and wellbeing issues that young people face.

The scheme is part of the hugely successful Reading Well Books on Prescription

scheme which is already available through the library service. Reading Well for young people is aimed at 13-18 year-olds and provides high-quality information, support and advice on a wide-range of issues such as anxiety, depression, eating disorders and self-harm, and difficult life pressures, like bullying and exams.

The new scheme has been developed with the help of a panel of young people who have had experience of mental health issues. The books can be recommended by GPs, school nurses, counsellors and other health professionals as well as being free to borrow from the library. For more information and a list of the recommended books please [click here](#).

Both counties' libraries already support the Books on Prescription programme, whilst Suffolk Libraries is unique in having a dedicated Mental Health and Wellbeing Co-ordinator helping to provide library visitors with access to health and wellbeing information – for more info about their scheme [click here](#).

Carers' Forum – The Triangle of Care

Monday 06 June 2016, from 10am to 4pm

The Great Hospital, Bishopgate, Norwich, NR1 4EL

A forum for those caring for people with mental health problems which will provide useful advice from a barrister, the Carers Trust, Norfolk Carers (support for unpaid carers) and NSFT – including confidentiality and carers' rights. All welcome. Lunch provided.

More info from: Howard Tidman 07557290169 howard.tidman@nsft.nhs.uk and Kevin Vaughan 07747 777243 kevin.vaughan@carersagencypartnership.org.uk

Board of Directors meetings held in public

Thursday 26 May 2016, from 9.30am to 12.30pm

Brancaster Room, Marriott Centre, Hellesdon Hospital, Drayton High Road,
Norwich, NR6 5BE

Thursday 23 June 2016, from 9.30am to 12.30pm

Elisabeth Room, Endeavour House, 8 Russell Road, Ipswich, IP1 2BX

Council of Governors meeting held in public

Thursday 07 July 2016, from 1.00 to 4.30pm

King's Centre, King Street, Norwich, NR1 1PH

You are very welcome to attend these meetings. The agenda and papers will be available on the website a few days before and hard copies will be provided at the meeting.

A list of all meetings and any related documents can be seen on our events calendar by [clicking here](#).

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