

## In this issue:

**Parkinson's:**  
Raising awareness  
this year **p4**

**Time to talk:**  
Meet our mental health  
staff nurse **p5**

**Walking the wards:**  
A look inside our  
inpatient wards **p9**



## Going the **extra mile**

CLCH nurse donates bone marrow to help a stranger in dire need

**It's no surprise to learn that nurses are caring and compassionate people, with a passion for looking after someone needing professional, expert help with their healthcare.**

But Fiona Geekie, a nurse practitioner, took her dedication to a new level earlier this year when she donated bone marrow to a complete stranger after nearly 15 years on the register. Fiona has been a nurse for nine years and, having worked with a flying doctor service in Australia, returned home to south London in 2014, joining Central London Community Healthcare Trust (CLCH).

*"I'm part of the Merton enhanced rapid intervention team, known as MERIT urgent," said Fiona.*

*"We respond very quickly to a patient's needs, calling upon the expertise of a variety of nurses, physiotherapists and occupational therapists to support the patient in their home, preventing an unnecessary trip to A&E or hospital admission.*

*"We have excellent links with local GPs, other community and social services, as well as voluntary groups, all geared up to delivering a personal package of care tailored to the individual."*

### **Above:**

**Fiona Geekie**, a nurse practitioner, Merton enhanced rapid intervention team

It was at a local fete that Fiona first came across the Anthony Nolan organisation. *"About 2,000 people in the UK need a bone marrow or stem cell transplant every year – for most of them it's their last chance of surviving blood cancer.*

*"Three quarters can't find a matching donor in their family so rely upon the generosity of a someone on the bone marrow register. So I joined up, it was simple."*

# Hello and welcome



Angela Greatley OBE, chair

*Angela A. Greatley*

**H**ello and welcome to the summer edition of our @CLCH magazine. The first half of this year has been a busy one, with plenty of changes happening in and around CLCH. Firstly, I would like to take this opportunity to welcome new staff into the organisation. In April we were selected as the preferred provider for adults community services in Wandsworth, and for sexual health services across Merton, Wandsworth and Richmond. New staff will be joining us in the coming months, including health visitors from Brent, and we very much look forward to having everyone on-board.

These new services joining us will allow us to deliver even more multi-speciality community care across our various boroughs, and also represents a positive opportunity to work closely with primary care organisations to provide holistic care.

There have also been changes on the board of directors, with Clive

Sparrow joining us as a non-executive director. Welcome, Clive. Find out more about Clive and his role here on page 8. Clive joins us as Julia Bond sadly departs, and I would like to place on record my thanks to Julia for her commitment during her time with us.

Also featured in this edition are a closer look at the roles of our nursery nurses, a look at the vital work of our mental health employee health practice nurse, and much more.

I am also delighted to inform you of the date of our annual general meeting. This year's meeting is taking place on Thursday 21 September in Westminster, and I do hope you can attend what promises to be an interesting and interactive meeting. More details about the meeting are on **page 4**.

I do hope you enjoy reading this edition. Whatever your plans are over the coming months – I wish you a fun, relaxing and sun-filled summer.

## Continued from cover

Over the years, Fiona didn't give much thought to whether she would be asked to donate or not but, just before Christmas last year, she was contacted by Antony Nolan and asked to have some blood tests as she was a potential match for someone.

After the tests there was a medical and Fiona was told she was a match for an adult female in need of a transplant.

The final arrangements took another month or so. *"I was surprised to be called in the first place and I must confess, a little apprehensive."*

*"But then I thought what if someone in my family needed a bone marrow transplant – it's the most fantastic gift you can give someone, a chance to live."*

Fiona donated bone marrow at a central London hospital and was off work for just over a week. *"Afterwards I ached a bit, and also felt quite emotional. I wanted the recipient to get well again, I even lit a candle for her."*

Three months on and Fiona is fighting fit again.

*"Overall, it was a wonderful experience and I have no hesitation in recommending all young people aged 16-30 to consider joining the bone marrow donor register."*

More information  
**www.anthonynolan.org**  
0303 303 0303

## Find out more about CLCH

**If you would like to know more about CLCH and our services, you can visit our website at [www.clch.nhs.uk](http://www.clch.nhs.uk)**

If you have any comments or feedback on this magazine then please contact **communications@clch.nhs.uk** or you can write to us at:

Central London Community Healthcare Trust,  
Ground Floor, 15 Marylebone Road, London, NW1 5JD.  
🐦 **@CLCHNHSTrust**  
📍 **Central London Community Healthcare NHS Trust**

# Contents

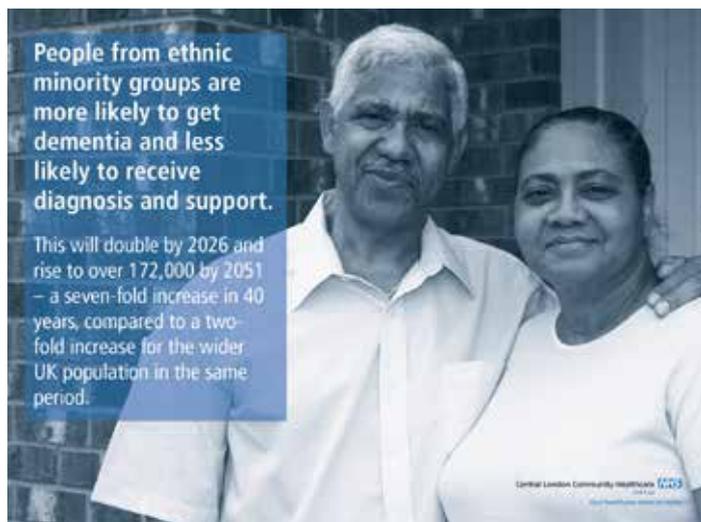
## We've moved

**Our Trust HQ left 64 Victoria Street at the end of May and has moved to a space on the ground floor of 15 Marylebone Road.**

The space will be the main base for the executive team and as such will be our official headquarters.

The full address is 15 Marylebone Road, London, NW1 5JD.

If you have any comments or feedback on this magazine then please write to us using the address above from now on or email us at **communications@clch.nhs.uk**.



## Listening and making changes to improve patient experience

Our board of directors recently watched a short film about how Terry, an adult service user at our tri-borough learning disabilities team, helped to make important signage changes at Parkview Centre for Health & Wellbeing. These changes now make arriving and being seen at the centre much easier for users and their clinicians.

You can watch the full film by visiting:  
<https://youtu.be/ZXHlcUlg2JY>

- 4 Coming together for Parkinson's**  
Find out how we celebrated this year's international Parkinson's disease awareness week.
- 5 It's time to talk**  
Meet Sarah Kell, our mental health employee health practice nurse.
- 6 Working at apace**  
Find out who our post-acute care enablement (PACE) / rapid response team are.
- 7 More than just pads**  
Take an in-depth look at what else our continence team do.
- 8 Meet and greets**  
Meet our newest non-executive director as well as the new head of patient experience.
- 9 Helping patients go home**  
Take a visit to our inpatient Jade and Ruby wards in Edgware.
- 10 Supporting children and young people with disabilities**  
Merton services joined us in April. Find out more about one of them.
- 11 Profiling our nursery nurses**  
Read about the essential work our nursery nurses do.
- 12 Dementia awareness**  
How we marked dementia awareness this year.

# Coming together for Parkinson's

*It was Parkinson's awareness week in April, and to help mark the week, a special coffee morning was held at the Parkinson's day unit in Edgware Community Hospital.*

Over 30 patients, family members, carers and members of the public attended the special event, which saw attendees find out more about the unit's work and staff, and some of the groups that are held there.

As well as marking the week with an event, Jane, who is a service user at the unit, shared her story of having Parkinson's and attending the pioneering unit. You can watch Jane's film on our website by visiting [www.clch.nhs.uk](http://www.clch.nhs.uk).

*"From the first time I came here, everyone had a very welcoming attitude. When you step in you are offered tea/coffee and so forth, you are taking to a lounge area where you can sit and wait, but also relax and chat to other people. The unit is very much unlike any other hospital I have been to,"* said Jane, who has been attending the service for a year.

*"There is no other place that I have been that has the same dedication and knowledge base*



**Above:**  
A stall on display at the Parkinson's day unit, Edgware

*that I have found here. You can have so much advice for what other problems you may have. There are physiotherapists, occupational therapists, dietitians, among other members of the multidisciplinary team who are happy to talk through your concerns. Everyone is so helpful here,"* Jane moves on to say.

Recognising a gap in the service provision, Dr Sally Mathew set up the Parkinson's service in September 1997 making this its 20th year in operation.

For more information about our Parkinson's services, **visit our website.**

## Save the date – our annual general meeting

*Our annual general meeting will this year be taking place on Thursday 21st September at the Abbey Centre, SW1P 3BU (13.00 – 16.00).*



**This is a free event, and is open to our service users, the general public, members and staff.**

This will be an opportunity to find out more about our work, hear about the latest developments and take part in discussions about aspects of care we provide.

This event will include the publication of our annual report for 2016/17.

Attendees are welcome to turn up on the day, but if you did want to confirm your place, please contact [communications@clch.nhs.uk](mailto:communications@clch.nhs.uk).

**Right:**

**Sarah Kell**, mental health employee health practice nurse



# It's time to talk

**We all at times face stressful and challenging situations which can have adverse effects on our mental health. Mental health problems are a growing concern in the UK, and for our staff here. It's important to know where one can receive help and who to turn to for support.**

Working in our employee health team, we talk to Sarah Kell, a mental health employee health practice nurse, who tells us a bit more about her role.

## **Hi, Sarah, tell us about your job here...**

My role is split between working as a mental health nurse and an employee health nurse here. As a mental health nurse, I am responsible for triaging staff to our counselling and therapy services.

## **What happens when you meet with a staff member?**

We're working in a challenging environment and staff come to me to talk through their concerns and problems, and I then make a recommendation of where they may be best placed to receive help and support.

It's my role to see if they are suitable for the services we have here, or if they perhaps need some more long-term support from their GP or other external services.

## **Why's it important staff receive help?**

It's becoming more and more prominent looking at the importance of maintaining good mental health and wellbeing in employee health, and the role this plays in staff sickness absences.

For too long there's been a stigma attached to having a mental health concern, especially in the workplace, and hopefully my role will not only help staff receive vital support, but also breakdown barriers of talking about mental health in the workplace.

## **Tell us about your blog...**

My internal blog has been popular with staff for sharing their stories of mental health in a confidential way, and has also been a good way of raising awareness of my work and also enabled others to come forward to seek help.

# In focus: mental health statistics at work

- **1 in 6.8 people** experience mental health problems in the workplace (14.7%).<sup>1</sup>
- Women in full-time employment are **nearly twice as likely to have a common mental health problem** as full-time employed men (19.8% vs 10.9%).<sup>2</sup>
- Evidence suggests that **12.7% of all sickness absence days** in the UK can be attributed to mental health conditions.<sup>3</sup>

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1. Lelliott, P., Tulloch, S., Boardman, J., Harvey, S., & Henderson, H. (2008). Mental health and work. Retrieved from [gov.uk/government/uploads/system/uploads/attachment\\_data/file/212266/hwwb-mental-health-and-work.pdf](http://gov.uk/government/uploads/system/uploads/attachment_data/file/212266/hwwb-mental-health-and-work.pdf)
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3. ONS. (2014). Full Report: Sickness Absence on the Labour Market, February 2014. Retrieved from [webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/dcp171776\\_353899.pdf](http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/dcp171776_353899.pdf) (Accessed 28/07/16).

# Working at apace

## **O**ur post-acute care enablement (PACE)/ rapid response team

based in Barnet helps to keep patients out of acute hospitals by providing the necessary care at home under the supervision of consultants and GPs.

The PACE team provides a five day post-acute care service to patients who are medically stable to be discharged from either Barnet Hospital or The Royal Free Hospital. Patients get medical support within their own home which is mapped out by the hospital consultant. This is all based on patient consent.

Whilst PACE supports early discharge, rapid response is an admission avoidance service to avoid people going into hospital and help them within their own home/care setting where possible and appropriate. In the short-term, the patients' needs are

managed in consultation with their GP. As Gillian Pajouhandeh, clinical lead explained, *"The two pathways do run well together because there are similar sorts of patients. We have 49 staff across both the teams that include nurses, occupational therapists, physiotherapists, and rehab care workers. We have unpredictable numbers every day, and the team manage fantastically well. They pull out all the stops and seamlessly step up on days that we get really busy. We can get up to 20 new patients a day."*

Both services have an immense impact on hospital admissions and NHS costs. For every single PACE referral the service receives, it can save up to five bed days in a hospital per patient. A quick glance at the statistics indicates that in April 2017, 93 patients went home with PACE from Royal Free Hospital and 52 from Barnet Hospital. In March



**Above:** The PACE rapid response team taking a break from their busy schedule for a quick snap

2017, they had 382 referrals for the rapid response service.

Reminiscing on her 17 years as a team leader, Gillian who started out a district nurse said, *"It is an interesting service. You see lots of different patients with different conditions, you use a lot of your skills, and it makes you more knowledgeable. It is a great place to work. There is something different every day."*

## More about our...charitable funds

**Our charitable funds committee exists to hold and dispense money donated by members of the public for the improvement of the welfare, healthcare environment, and well-being of staff, carers, volunteers and patients here.**

Members of our staff can apply for funding from the various funds that exist. There are currently 15 funds in

total, ranging across our geography and numerous services.

The committee have previously funded a range of exciting projects, including: fundraising events; interactive workshops for patients with autism; therapy pilots; and various initiatives for patient welfare, including massage therapists and arts and crafts.

Staff here are encouraged to apply for

funding as it is a great way of making a positive difference to benefit both patients and staff within the CLCH geographical areas.

Please contact Jayne Walbridge ([jayne.walbridge@clch.nhs.uk](mailto:jayne.walbridge@clch.nhs.uk)) for further information about previous funded projects, and details about the committee. Alternatively, visit our website at: <http://www.clch.nhs.uk/about-us/charity.aspx>.

# Celebrating international nurses' day

We helped mark international nurses' day on Friday 12 May with a number of staff from various services having a celebratory lunch together at our Pembridge Palliative Care Centre. and there were also various other celebrations to mark the day in Harrow and at Edgware Community Hospital.

The day is an important date in our calendar as it recognises the nursing heroes working on the healthcare frontline. Our staff and healthcare workers across the globe shared their story across Twitter by using the hashtag #nurseheroes.



## More than just pads

*“A lot of people who are incontinent don't want to talk about it. It's not uncommon to see someone who has been incontinent for over ten years, some twenty years, before they come forward and we provide them with much needed care and support. They live with it for so long because they find it so difficult to talk about it. Our role is not only to be a clinician, but also a support worker and help them talk about their issues,”* Lilian Ethapemi, continence nurse specialist says.

Tackling a large caseload, there are three members of the continence team that cover the Kensington and Chelsea area - with Lilian the lead in the service. The team run clinics every day, sometimes two, and run the home delivery service – which delivers pads across the boroughs of Kensington and Chelsea, Hammersmith and Fulham and to children in Westminster. As well as being in clinics, the team also provide training and advice to district nurses on how to manage incontinence in patients that are housebound. The team also does



joint home visits with district nurses, when necessary.

*“In our dealings with people we have to be very sensitive, and we provide conservative management with the aim of getting them better. We often find that when incontinence improves, their quality of life also improves.*

*“It's not just ‘old people’ we see.*

### Left:

**The team:** Lilian Ethapemi, continence nurse specialist (front row left); Jan Gold, continence advisor (standing on the left); Siobhan Clarke, continence advisor (front row right); Margaret Slater, single point of access partner

*We see (males or females) from the age of 18. Around about 50% of our patients are elderly patients, but we see younger people as well – women following childbirth, menopausal women or men who may have developed urinary symptoms due to prostate symptoms,”* Lilian moves on to say.

*“People have this perception that the continence service just gives out pads – but it's a lot more than that. Pads should be the last resort when you have done everything else and can't get that patient better.*

*“There could be a whole host of reasons why someone is incontinent and it is our job to find out the reasons why – it could be linked to a long-term condition, medication, and diet, but we have to be open-minded,”* Lilian outlines.

# Meet and greet



**Above:**  
Clive Sparrow,  
our newest NED

**In April, our newest non-executive director (NED) joined us here. Clive Sparrow, whose background is in finance and accountancy, tells us more about his role and why he's motivated to work alongside our board here...**

## **What attracted you to joining CLCH?**

The reputation for high quality healthcare, the focus on an integration strategy and sound financial management are all characteristics that attracted me to joining CLCH.

## **In a nutshell, what will be your role here as a NED?**

My role here as a NED will be to offer purposeful, constructive scrutiny and challenge. I believe that the skills I have developed in my career spanning government and commercial sectors will allow me to bring independence, external

perspectives and a breadth of experience to the Trust.

## **What short-term and long-term challenges are you looking for in this NED position?**

I am passionate about making public services better and especially like complex, difficult challenges.

## **How will you be working alongside our chair and board?**

Alongside Angela (chair) and the board, I am keen to help strengthen our position as a specialist healthcare provider, building strong relationships with partners and acting in the best interests of patients and the local community. I feel privileged to be joining a Trust that works relentlessly to deliver great care closer to home, giving children a better start in life and adults greater independence.



**Above:**  
New head of patient  
experience, **Dominic Mundy**

**Here we talk to Dominic Mundy, our new head of patient experience, to find a bit more about his background, role and what he thinks are the best parts of his job...**

## **What's your working background?**

I've had a relatively varied working background; my first job was working for the South East Counter Terrorism Unit within Thames Valley Police. I then moved to London and worked in the Mayor's office on the 2012 agenda helping Newham Council prepare for the Olympics. I then moved into the NHS and worked as the patient experience manager at Ipswich Hospital, and finally moved into the role of operational lead for head and neck services within the same Trust.

often difficult to ensure an organisation takes the patient experience agenda seriously and you need to be credible enough to ensure that you can take people with you to really embed the principles of excellent patient experience across each service.

## **What is patient experience and why is it important?**

The very best patient experience, I would like to think is exactly why we all come to work, not only here at CLCH but across the NHS. If we don't want to ensure each and every patient we come into contact with leaves having received the best possible care and having had the best possible experience then I'm not sure why we are here.

## **What skills are important for your role?**

I think the most important skill is probably having reasonable interpersonal skills. It's

## **What are the best parts of your job?**

Making sure the patient is at the very heart of everything we do.

*“They made me feel welcome and looked after - and that is what matters.”*

## Helping patients go home

Jade and Ruby Wards are our inpatient rehabilitation wards at Edgware Community Hospital. Hubert Sakkariyas, clinical lead elaborates, *“Here, we treat older patients who come in with a multitude of problems. They may have come here because of a fall, stroke or general ill health. When they come to us and go through rehabilitation it is not just the presenting issue we are helping them with.*

*“The rehabilitation process looks at the whole person and their ability to get on with day to day tasks. It is also about ensuring that whatever tasks they can perform at the hospital can also be performed at home. For instance, our floors here are flat and non-carpeted, however, that may not be the case at home. Therefore, occupational therapists take patients home when appropriate for an hour during the day to practice at home as well. We also run complementary art and baking classes and regularly have local community schools and other institutions come in to spend time with our patients. Last Christmas, local primary school children sang carols and more recently we had an Irish dancing school perform for our patients.”*

Dr Shah Tauzee, who completes 25 years on the wards this year adds, *“Most of our patients when they leave may not be able to do everything they could before but have regained some functionality. We get the social services involved to make their transition home as smooth as possible by putting in place appropriate need based care packages. This is done in consultation with the patient and his or her family.”*



Amanda Booth, staff nurse explains, *“As rehabilitation nurses we have to take a step back and not run to do everything for the patients. You want to encourage them to do it for themselves as this is better for them in the long run. Sometimes it is difficult for them and their relatives to understand that you are not ignoring them but it is part of their therapy and rehab, and, ultimately - part of the process.”*

The service is highly regarded by its patients as is evident from the feedback they receive. As one patient said, *“They made me feel welcome and looked after - and that is what matters.”*



### People can still live well with dementia.

Although there is no cure for dementia, scientists and researchers are working hard to find one.

Until that day comes, support and treatments are available that can help with symptoms and managing daily life. These can allow people with dementia to lead active, purposeful lives and carry on doing the things that matter to them most.

Central London Community Healthcare NHS  
Your healthcare. Your choice.

# Supporting children and young people with disabilities

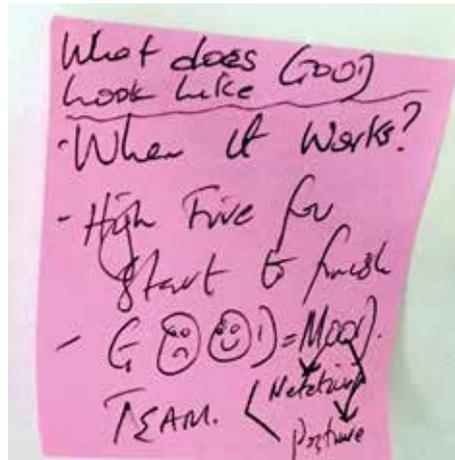
**A** group of Merton parents attended a Kids First forum recently to discuss issues with CLCH staff from the children's health and development division, at the Chaucer Centre in Morden.

The Kids First forum is managed by Merton Mencap's Tracy Blackwell and has more than 400 local members, mainly parents of children with special needs.

Shelley Heffernan, the manager of children's health and development in Merton, was joined by Ruth Gladwell, the local lead for the integrated complex needs team, plus a number of additional staff to help keep the event lively.

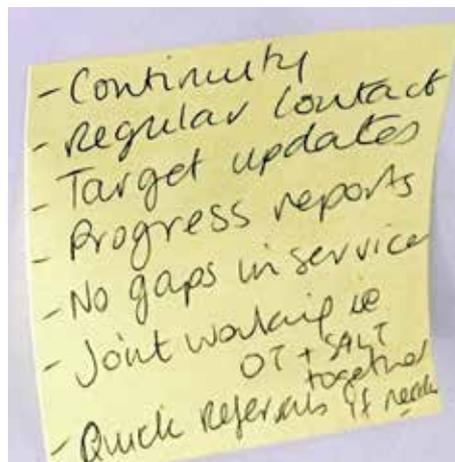
After describing CLCH community services, Shelley and Ruth led a couple of workshops where parents were asked to contribute ideas on "what does good look like" for children's health services.

And plenty of ideas were forthcoming, judging by the level of conversations and number of 'post-it' notes generated.



**Left:**

Post-it notes parents wrote and stuck up on the wall.



*"As parents, we know our children,"* said one mum, echoing the views from round the room. Another added that the three key topics were *"communication, communication and communication."*

Shelley and her colleagues documented all comments and promised to feedback on what was learnt. *"We want to support you and work in partnership with you"* she said.

Individual issues were raised in an impromptu advice session as the mums took advantage of the opportunity to quiz the local children's health services' top team.

One thing that all agreed was an immediate target was to establish a parents' focus group with Kids First members, something that Tracy Blackwell took up on behalf of Merton Mencap.



**Above:**

Ruth Gladwell chatting to a local mum at the Kids First forum.

More information  
Merton Mencap Kids First:  
[www.mertonmencap.org.uk/kidsfirst.html](http://www.mertonmencap.org.uk/kidsfirst.html)

# Profiling our nursery nurses



**Nursery nurses at CLCH are an essential part of our children's team....we spoke to the team in Merton to find out more about what they do.**

We run a variety of different workshops and support groups for parents in Merton such as weaning, breastfeeding, baby massage, combatting fussy eating and play stimulation. We also carry out one year and two year developmental checks, which are part of the mandated programme for all children.

Once a child comes out of A&E, we decide the level of health visiting input that's required and we do prevention work with families to try and avoid future incidents as well as advising on the community services available locally that can help avoid A&E admissions. We also refer children into other health services such as speech and language therapy and community nursing if this care is needed.

There are quite a few different routes

**Above:**  
The Merton nursery nurses team

into nursery nursing now, but most of the nursery nurses that work for CLCH are trained in NVQ/NNEB/BTEC level 3 in early years, child care and have experience of working in a childcare setting such as a nursery or crèche.

We're vital for providing ongoing support for families as their babies grow into toddlers, using our knowledge and skills to support health visitors and identifying children who may have additional needs as early as possible.

The best part of being a nursery nurse is empowering parents to make positive change and seeing the impact this has on families' lives. It's very rewarding to be able to give that one on one care and work as part of the wider health visiting team. We also really enjoy the hustle and bustle of the children's centres which remain an essential resource for local families in our communities.

*'We're vital for providing ongoing support for families as their babies grow into toddlers'*

## Staff awards 2017 Nominations now open

**One of the categories at our annual staff awards is the patient award. It is a much sought after recognition as it is an endorsement of the quality of care and service we provide from the patients' themselves – as our patients are the only ones who can nominate.**

You can nominate in any of the two following ways:

1. Nominate through our online nomination form which can be found on our website ([www.clch.nhs.uk](http://www.clch.nhs.uk)) and is sent electronically to us.
2. Download and print a paper version of the form from our website. Once completed, please email it to the communications team at: [communications@clch.nhs.uk](mailto:communications@clch.nhs.uk)

or via post at:

Communications team  
Central London Community Healthcare NHS Trust,  
Parsons Green Health Centre,  
2nd Floor, 5-7 Parsons Green,  
London, SW6 4UL

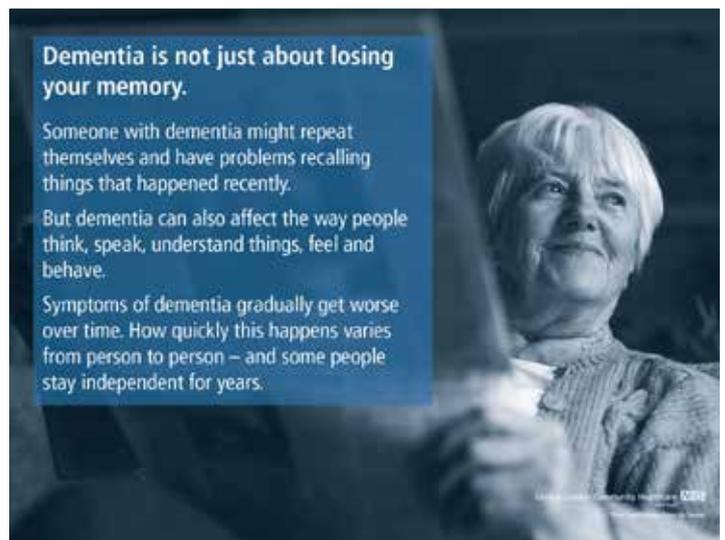
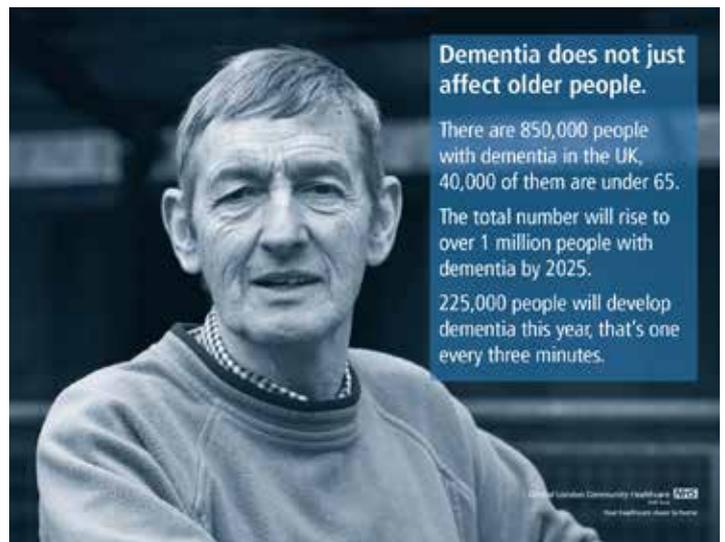
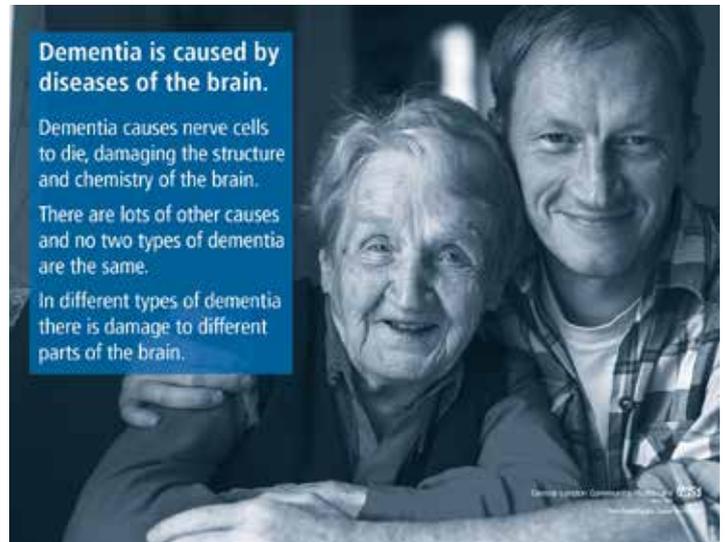
This year our staff awards are being held in October at Porchester Hall. The winner of the patient award will be announced on our website after the awards ceremony, please do keep an eye out.

# Dementia awareness

**E**arlier this summer many of our staff marked dementia awareness week sharing information in their communities about how dementia will start to affect more and more people.

This included promoting “six things you need to know about dementia” as photographs via Facebook and Twitter.

Look out for these striking images throughout our magazine...



## How to become a member

To find out more about CLCH and to speak to someone about becoming a member, you can call **0800 169 6134**, or you can also join via our website at [www.dch.nhs.uk/get-involved/membership](http://www.dch.nhs.uk/get-involved/membership).