



TrustTalk

Spring/Summer 2024

Feel the Rhythm, Beat the Stigma

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getting a good
night's sleep
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Eating Disorder
Service
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Welcome to Trust Talk

Welcome to this spring/summer edition of Trust Talk, packed with a variety of stories from across BSMHFT. It's great to see our highlights together in one place and we hope you enjoy the read.

We'd like to begin by welcoming those of you who have recently joined Team BSMHFT. A special welcome to new Governor, David Slatter and congratulations also to Consultant Psychiatrist, Dr Sadira Teeluckdharry, who has been appointed as our new Deputy Medical Director for Quality and Safety. We would also like to congratulate our newly appointed Clinical Directors. Dr Dinesh Maganty has been appointed as the Clinical Director for Secure Care Services and Liz Thurling, Dr Sunday Olotu, Richard Salkeld and Dr Olayiwola Ajileye are the new Clinical Directors in Integrated Community Care and Recovery Services. In addition, we are pleased to announce that Dr Sel Vincent has been appointed as the Deputy Medical Director for the Birmingham and Solihull Mental Health Provider Collaborative. They will all bring valuable knowledge and

experience to their new roles.

As many colleagues and readers of Trust Talk will know, we are committed to becoming an anti-racist, anti-discriminatory organisation. Our work to ensure everyone has equal access, experiences and outcomes continues with the recent launch of our Anti-racist Framework. There is no place at BSMHFT for discrimination and all colleagues will be held accountable for any discriminative behaviours or actions towards other staff, carers, patients, or service users. Read more about our Anti-racist Framework on p12.

We count ourselves very lucky here to have such diversity among our workforce and continued our celebrations with a spotlight on Women's History Month in March and those who advocate daily for equality, diversity, and inclusion. A huge thank you to those who took the time to nominate and who then shared their own personal stories with us, which you can read via the centre page pullout.

As a mental health trust, we are always eager to promote the different types of therapies and activities which can improve our mental

wellbeing. The example of equine therapy on p10 really brought a smile to our faces and we hope you enjoy reading about the visit of the miniature ponies, Lollipop and Moomin, to some of our elderly patients. Spending time with animals can be very beneficial to our mental health.

We've highlighted the work of several of our services in this issue. Our Sleep Service has provided some great tips to help us get the rest we need, and Jasmin Knight from our Talking Therapies team tells us that, even though seeking therapy can be a difficult step to take, if we're struggling it's the right thing to do. Plus, the Eating Disorders Service - with the help of service user Stevie - shines a light on their work about avoidant restrictive food intake disorder (ARFID), a little-known mental health condition.

Finally, just to say a big thank you to everyone who contributes to Team BSMHFT. Look out for news of our Values Awards winners in the next edition of Trust Talk where we will be recognising our outstanding colleagues who embody our Trust Values of Compassionate, Committed, and Inclusive.



Vanessa Devlin
Executive Director of Operations



Thomas Kearney
Non-Executive Director

Contact us

To contact our Trust with any general enquiries:

☎ 0121 301 0000 (our switchboard)

Trust headquarters address:

✉ Birmingham and Solihull Mental Health NHS Foundation Trust
Uffculme Centre
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Birmingham and Solihull Urgent Mental Health Helpline, in partnership with Birmingham Mind

If mental health help is needed you can ring the numbers below for advice and support

☎ 0121 262 3555
☎ 0800 915 9292

For urgent mental health support, call NHS 111, option 2.

This line is available 24 hours, seven days a week.



New appointments at BSMHFT

Dr Sadira Teeluckdharry appointed as new Deputy Medical Director



Congratulations to Consultant Psychiatrist, Dr Sadira Teeluckdharry, who is our new Deputy Medical Director.

Sadira was born and brought up in Trinidad and Tobago and moved to the UK to study Medicine at the University of Nottingham after winning the Trinidad and Tobago President's Gold Medal Award for placing first in the country at A-level examinations.

She began her Psychiatry training in the Midlands in 2004 and has worked with BSMHFT since 2011.

Dr Teeluckdharry has worked in various locations, supporting thousands of vulnerable

residents through her roles in Community Mental Health teams, Learning Disability Services, Early Intervention Service, Home Treatment teams, and Acute Inpatient Services. She has worked at the Zinnia Centre, in one of the most culturally diverse areas of Birmingham since 2016.

Alongside her clinical work, Dr Teeluckdharry has also worked as a Clinical Director at BSMHFT for the past nine years. She is passionate about continuous improvement of health services with a focus on health inequalities and sustainable global development and in 2021 successfully completed her Masters in Poverty, Inequality and Development with the University of Birmingham.

Outside of work, Sadira is a proud mother of her four children and loves to read, cook and dabbles in Photography.

Welcome to new Chief Nurse, Lisa Stalley-Green

Executive Director of Quality and Safety and Chief Nurse, Lisa Stalley-Green, officially joined Team BSMHFT at the beginning of June.

Bringing a wealth of nursing experience and knowledge, many of us will already know Lisa through her previous NHS Chief Nurse roles across Birmingham and Solihull. She is a compassionate registered nurse with a 22-year NHS and 37-year public service career, spanning A&E, community services, prison health, commissioning and acute services.

Leader and member of the Royal College of Nursing and King's Fund alumna, Lisa is passionate about transformation and service improvement and is keen to further strengthen the voices of our staff, service users and patients. She is a huge advocate of inclusivity, women's mental health and wellbeing and anti-racism and chairs the West Midlands Regional Global Majority Improvement Group.

Lisa is looking forward to understanding more about the risks and challenges we face in mental health and is committed to enabling change, removing barriers to transformation and providing the right working environment for our nurses, allied health professionals and social workers to flourish.

Governance and Assurance will be a key focus for Lisa over the coming weeks as well as getting out and about to meet many of our colleagues.



Introducing our new appointed Governor, David Slatter

David Slatter recently joined our Council of Governors, bringing invaluable experience and insight.

David has lived with type 1 diabetes for many years and is very conscious of the challenges that a lifelong condition brings to managing mental health.

He is a Parish Councillor, working with communities and health professionals in Solihull and was instrumental in setting up a Community Health and Wellbeing working group to address issues including mental health, loneliness, and the benefits

of social prescribing. This knowledge and understanding of the wider health and social care sector means David is well placed as a Governor with Team BSMHFT.

David has also spent over 20 years leading an executive level recruitment team within the public sector, working with senior leaders in local government, the NHS, and the emergency services. This experience has given him a valuable insight into the challenges faced by the public sector and some of the potential solutions.



Specialist support for those with bipolar

In the UK, over one million people have bipolar, and their symptoms are usually first noticeable as teenagers or young adults - 50% of people get symptoms before the age of 21.

It is a severe mental illness characterised by mood swings and changes in energy levels. It affects thoughts, feelings, and behaviour. Someone with bipolar can have long or short periods of stability but can then experience low (depression) or high moods (hypomania, mania, or psychosis).

Symptoms come from a system imbalance that makes it difficult to regulate mood. Medical and psychological interventions can help and most people live with a balanced mood range known as 'euthymia'.

During both manic and depressive episodes people with bipolar may do things they regret and often blame themselves. Negative feelings, self-stigma, guilt, low self-worth and traumatic experiences cause stress, making it even harder to maintain a balanced mood.

However, with the right support and self-management someone with bipolar can live well and fulfil their potential and at BSMHFT we offer specialist support for those living with the condition.

We have a specialist mood disorders clinic which focuses on evidence-based management of bipolar, so that people with the condition can



achieve a balanced mood and get on with the rest of the lives.

We are also one of only a few trusts with a Talking Therapies team for those with bipolar disorder. Our Bipolar Service offers the Mood on Track (MoT) programme, a cognitive-behavioural psychological intervention designed specifically for bipolar disorder. The course aims to improve a service user's understanding of their difficulties and self-management of their mood. Following group sessions, service users are offered individual

sessions, focusing on mood management. They allow service users to think about what protective factors help with their wellbeing, how they can best adapt to situations they find stressful and how to identify and respond to early signs of mood change. Families of those living with bipolar can access support too.

More information on bipolar disorder and Mood on Track can be found at bsmhft.nhs.uk

Supporting our service users and patients with autism

Just like everyone, autistic people can have good mental health, however around 70% have a mental health condition such as anxiety, depression, Attention Deficit Hyperactivity Disorder (ADHD) or Obsessive-Compulsive Disorder (OCD).

There is little research into why this is, but it may be because autistic people:

- Can struggle to try to fit into or make sense of the world, which can lead to feelings of depression and anxiety
- May face delays in getting their mental health problems diagnosed
- Are more likely to face stigma and discrimination.

Head of Learning Disability and Autism, Helen Jones is a learning disability nurse and a university lecturer by background. Below, she explains more how she supports our service users and patients at the Trust living with autism and the challenges that people with autism can face.

"In my role, I help to improve care pathways and health outcomes for people with a learning disability or autism across our services. I am committed to making sure that our staff are skilled and able to deliver the best care to those with learning disabilities



is important that we all continue to strive to make our society and our services work better for everyone."

We are committed to enhancing and developing the support we provide for people with autism. If you are struggling with feelings of depression, excessive worry, social anxiety, post-traumatic stress or obsessions and compulsions, our staff are here to help and can tailor our talking therapies to suit you.

Talking therapies are offered in different ways, including:

- Using a self-help workbook with the support of a therapist
- As an online course
- One-to-one sessions either in person, over the phone or as a video consultation
- In a group.

Your GP can refer you or refer yourself at nhs.uk/talk.

Parenting and mental health



Parenting is challenging, no matter what state of health you're in. Having children can be very stressful, but if you have a mental health problem, you may have more concerns or difficulties.

It's important to remember that many parents with mental health problems can care for their children in a safe and loving way. But sometimes, you might need extra support from family, friends, or healthcare professionals to get you through difficult times.

One in four people in the UK experience mental health problems each year. Which means you probably aren't the only parent struggling. Aside from your own mental health and wellbeing, you're a provider, a teacher, a nurse, a chef, a cleaner and so much more. It's normal to feel overwhelmed when trying to juggle it all. There's no shame in needing extra help as a parent.

When you're unwell, you may:

- Find it difficult to be active with your children, for example, you may have low energy
- Avoid going places due to your anxieties
- Struggle to manage your mood or emotions around your children
- You may also worry about stigma or discrimination from other people making assumptions or judgements about mental health.

The average pressures of day-to-day life are heightened as a parent, even more so when you have a mental health problem, so it's important that you know the right place to go to get help if you need it.

If you are struggling with feelings of depression, excessive worry, social anxiety, post-traumatic stress or obsessions and compulsions, NHS Talking Therapies can help. The service is effective, confidential, and free. Your GP can refer you or refer yourself at nhs.uk/talk.

Scan the QR code to access helpful resources our team recommend.



NHS Talking Therapies can help. Mental health problems help us help you.

LGBTQ+ mental health support



27% of LGBTQ+ people said they were worried about accessing mental health services

Mental health problems such as depression, self-harm, alcohol and drug abuse or suicidal thoughts can affect anyone, but they're more common among people who are LGBTQ+.

Being LGBTQ+ does not cause mental health problems, but some experiences LGBTQ+ people go through can affect their mental health, such as discrimination, homophobia or transphobia, social isolation, rejection, and difficult experiences of 'coming out'. In fact, 27% of LGBTQ+ people reported that they were worried, anxious, or embarrassed about going to access mental health services.

A study by Stonewall, an LGBTQ+ rights charity, found that over the previous year:

- Half of LGBTQ+ people had experienced depression, and three in five had experienced anxiety
- One in eight LGBTQ+ people aged 18-24 had attempted to end their life
- Almost half of trans people had thought about taking their life.

We want you to know that you are not alone. There is always someone here to listen to you, help is out there.

Our team of mental health professionals have compiled a list of local and regional organisations that are available to support the mental health and wellbeing of LGBTQ+ people in the community, find out more by scanning the QR code.



Many of us will be familiar with the popular social media channel, Instagram, but for those who aren't, Instagram is a free social media app that is used by roughly 30.6 million people across the UK - that's 46% of the population. With that amount of reach, we thought it was time to put BSMHFT on the virtual Instagram map and share out helpful tips, advice and support for all things mental health and wellbeing. If you are on Instagram, why not give us a follow @bsmhft_nhs. Here are a few facts about Instagram that might interest you...

- 25-35-year-olds use Instagram the most in the UK accounting for a 30.1% share
- Two billion people have an Instagram account worldwide
- Instagram is enjoyed by men (43.5%) and women (56.5%) alike
- People spend an average of 32 minutes a day browsing Instagram.

Our Team of the Month winners



Our Team of the Month award is one of the ways in which we recognise our fantastic teams. With more than 4,000 staff working across over 40 sites, we are immensely proud of the 160+ teams that support thousands of local people who need our mental health expertise.

Whatever the role each team plays, *Team of the Month* recognises those who bring alive our values of **Compassionate, Inclusive and Committed** every day while they are at work. We are delighted to share the four winners of our *Team of the Month* award since our last Trust Talk edition - take a look at our worthy winners:

December's Team of the Month: Zinnia Community Mental Health team



Zinnia Community Mental Health team were recognised for their compassion to service users and colleagues and their commitment to continuous improvement. Positive feedback from students shows the team's commitment to nurturing the next generation of healthcare professionals.

January's Team of the Month: Sage Ward, Juniper Centre



The Sage Ward team were recognised for remaining calm and professional when one of their patients became very unwell. The team recognised a sudden change in a patient's physical health condition and called an ambulance.

February's Team of the Month: Cedar Ward, Tamarind Centre



Cedar Ward have been recognised for their care, compassion and resilience in managing a case of measles on the ward. Staff were quick to identify this and took prompt action to care for the patient affected and protect those around him.

March's Team of the Month: Older Adults Community Mental Health team



They have been recognised for setting up a successful community-based group for service users struggling with low motivation, loss of role identity, anxiety and depression. This often means working with people's carers, families, and the wider community to help them lead purposeful lives among people who accept them.

April's Team of the Month: Small Heath East Community Mental Health team



The Small Heath East Community Mental Health team have been recognised for including service users, carers and families in decision making and for treating everyone with kindness, respect and dignity.

Congratulations again to these winning teams and a special well done to the following teams for their recent nominations:

- Acacia Ward
- Black Country-1, secure service
- Blythe Ward, Reaside
- Birmingham Healthy Minds West
- Catering Team (Zinnia Centre)
- Caring Minds
- Crisis Transformation
- Community Enablement and Recovery Discharge
- Corporate Systems
- Dan Mooney House
- David Bromley House
- Dove Ward
- Eating Disorder Community Outreach
- ESR Finance
- Endeavour House
- Handsworth Home Treatment
- Hillis Lodge Nursing
- ICT
- Intensive Community Rehabilitation team (ICRT)
- Lavender Ward Zinnia Centre
- Lyndon Resources Centre Community Mental Health
- Mary Seacole Ward 2
- Melissa Ward
- Mental Health Transformation team
- Occupational Therapy, Reaside
- Older Adults Community Mental Health Team
- Newbridge House
- Professional Education Team
- Psychological Therapies team, Reaside Clinic and Hillis Lodge
- Reaside Medical Secretaries
- Research and Development Department
- Reservoir Court
- Riverside Community Mental Health Team
- Rookery Gardens
- Severn Ward
- Steps2Recovery - Grove Avenue
- Sycamore
- Tazetta, Oleaster
- The Solar Eating Disorders Services (TEDS)
- Uffculme Operations
- Uffculme Reception
- Urgent Care Centre, Oleaster

Nominate your Team of the Month

If you're a member of staff, patient, service user, carer, family member or one of our health partners, we'd love you to nominate the team that you feel has had a positive impact on you.

Just complete the short nomination form explaining why your chosen team should be

worthy winners of the *Team of the Month* crown. This is available on the staff intranet Connect or via our website www.bsmhft.nhs.uk (see QR code).

Nominations for Team of the Month close on the 15th day of each month. Any nominations received in the second half of the month will be included in the following month's awards.



Improving your sleep

Sleep has a significant impact on our wellbeing. Good sleep can boost your mood, reduce stress, and help with anxiety.

We caught up with Wendy Roper-Knight, Clinical Physiologist from the Trust's regional Sleep Service based at the Barberry to get her advice on getting a good night's sleep. Wendy says:

"Develop a good sleep routine and avoid caffeinated drinks from four hours before bedtime. Optimise the bedroom for sleep and avoid having other distractions, like a television and gaming devices in the bedroom. Apps such as Sleepio can be helpful in sleep management."



Have a regular routine to help improve sleep

Here's more tips on getting a good night's sleep:

Have a regular routine to improve sleep

Have a set time to start winding down before bed. Avoid electronic devices at least an hour before bed - they throw out blue light that stops sleep. Cut out your weekly lie-in - going to bed and getting up at fixed times is a good sleep habit.

If you lie awake worrying, try making a to-do list for the next day to help to put your mind at rest. Some people find mindfulness activities aid sleep.

Create the right sleep environment

It's easier to go to sleep when it's quiet, dark, and cool. Put your phone on silent (or out of the room entirely) to keep things quiet and hide unwanted lights. Make sure your room is the

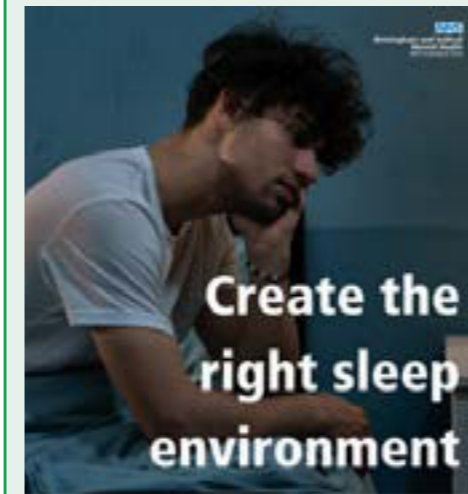
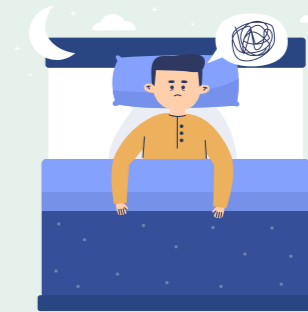
right temperature for you - a cool room is usually better to sleep in.

You can't force sleep

If you're tired, try appreciating the feeling of resting - sleep may come naturally. Wendy advises that if we wake in the night and are unable to get back to sleep, we should go and sit in a chair (one that's not too comfy) away from the bed. As soon as you find yourself feeling tired, return to bed. Avoid using digital devices if waking in the night.

Improve sleep through diet and exercise

A good diet and regular exercise can help you to relax and sleep well. Avoid large meals close to bedtime. Ditch the bedtime caffeine, alcohol, or nicotine as these are stimulants. While regular exercise helps with sleep, avoid anything too energetic in the 90 minutes before bedtime as it may stop you from sleeping.



Create the right sleep environment



Spring into action

So, what's stopping you?

Spring and summer are ideal times to think about getting active.

One of the best things we can do for our mental health and wellbeing is to be active - it's a natural mood booster and can reduce anxiety and stress and calm the mind. Exercise can also boost our self-esteem and increase motivation and focus.

Regular exercise can reduce the risk of developing illnesses such as heart disease, stroke, type 2 diabetes, dementia, arthritis and musculoskeletal (MSK) conditions, some respiratory diseases such as asthma, and some cancers.

Parkruns are great if you'd like to exercise with other people. They are free, weekly, community events. They're intended as a welcoming and inclusive experience where there's no time limit, and no one finishes last. Everyone is welcome, whether you walk, jog, run or volunteer.

There are 1,147 events to choose from.

Visit parkrun.org.uk or scan the QR code.



The **Active 10** app is a great place to start. It's a tool to encourage you to walk more and records every minute of walking you do. Just put your phone in your pocket and get going. The app will track your steps, help you set goals, and give you tips to boost your activity.



Fitness Studio exercise videos provides instructor-led exercise videos if you'd prefer to exercise indoors. These workouts have been created by fitness experts for the NHS and they include aerobic exercises, strength, and resistance training, pilates and yoga classes. Search NHS Fitness Studio for more information or scan the QR code.



Couch to 5K could be for you if you'd like to try running. It has helped millions of people get moving. Whether you're a total beginner or someone who has been thinking about dusting off their running shoes for a while, the Couch to 5K app could be for you.

For information on the **Active 10** and **Couch to 5K** scan the QR code or search for NHS Better Health.



However you decide to exercise, increasing your activity will bring mental and physical health benefits. Everyone can experience these benefits regardless of age, ability, ethnicity, shape, or size. There's no time like the present to start your new exercise routine.



Five minutes with...

A Psychological Wellbeing Practitioner



In a recent study, 74% of people said they felt so stressed that they have been overwhelmed or unable to cope. Many things can cause stress and it is totally unique to you, what may seem small could be a huge trigger to someone else.

It's important to remember that if you are struggling and are having more bad days than good, it's time to reach out and speak to someone... someone like Jasmin. Reaching out can be very daunting, but hopefully, by reading the following article it will reduce any anxieties you may have about Talking Therapies by learning about the **Compassionate, Inclusive, and Committed** professionals we have at the Trust... you never know, it could be Jasmin that you speak to!

Hi Jasmin, please could you start by telling us a little bit about yourself and what you do?

Professionally, I'm a Psychological Wellbeing Practitioner, working within the north team of Birmingham Healthy Minds within BSMHFT. I've been here for just over two years now and I'm so grateful for the opportunities I've had and the privilege to work with such a range of service users and colleagues along the way. It's a dynamic role and I look forward to waking up every morning, knowing that I'm helping others.

Day to day, I triage and assess individuals presenting with a range of mental health needs from anxiety and depression to obsessive compulsive disorder (OCD) and post-traumatic stress disorder (PTSD). I treat service users within a stepped care model at Step 2, meaning I work with individuals with mild to moderate symptoms of common mental health disorders through in person, telephone, video, group workshops and online modalities. Treating individuals with models in line with Cognitive Behavioural Therapy is my bread and butter, but delivering this treatment alongside Compassion Focused techniques is where things glitter for me.

Has there ever been a stand-out moment in your career that has made you pause and reflect?

Having only been in this part of my career for around two years, I can already say there have been so many moments that have made me pause and reflect, times where I've learned a lot about myself and times where I've been so proud to bring who I am to this role. A most recent time was working with a young person with additional needs who was unable to leave the house due to experiencing symptoms of panic. We worked together to understand her symptoms and to overcome them which meant she could get back to doing her volunteer work at a charity kitchen and attend a family wedding and all the celebrations around it.



Why did you decide to pursue a career in mental health specifically?

Having experienced some pretty dark times myself and having fought, masked, and lived with anxiety for a long time and having successfully worked through these times alone and with professionals, it has shaped me for the better. I feel through experiencing these times, that I have become a stronger and more resilient person. I really feel that everybody should have the support they need, like I received, to improve their mental wellbeing.

We're here to help, and nobody should have to suffer alone with their mental health when we can support them with interventions to get them back to living a more fulfilled and balanced life.

Having also supported various individuals close to me with their mental health struggles, I came to this role with the compassion and care that I know I'd want my loved ones to receive.

Tell us something that people might not know about you

I used to live in Vietnam, where I worked as a schoolteacher (from nursery age to sixth form level). My means of travel was a ruby red motorbike which I'd travel in all types of weather – in the blazing hot sun, the thick Hanoi smog or through a foot of rain during monsoon season!



What are talking therapies for someone who doesn't know?

Talking therapies, in a nutshell is the primary care level of mental health support. We assess individuals age 16 and above and we treat those with common mental health problems from a range of anxiety disorders, depression, trauma, and phobias, however, individuals do not need to be diagnosed with a mental health problem to refer. Talking therapies can also help those who have mental health problems resulting from other conditions, such as diabetes, cancer, long-term pain, or irritable bowel syndrome (IBS).

We offer free and confidential psychological therapies, delivered by a wide array of fully trained and accredited practitioners, via a range of evidence-based talking therapies offered. This is based on the evidence for treatment shown to be most helpful those specific symptoms.

We may be an individual's first point of contact for sharing their experience of what they're going through and part of their first steps towards the road to recovery. Individuals may be referred by their GP, other health professionals, or they can self-refer by calling us on **0121 301 2525**, text **'BHM'** to **60777** or via our **online self-referral form**, which is available on our website.

Describe yourself in three words: Driven, compassionate, and creative.

What is Avoidant Restrictive Food Intake Disorder?

Eating disorders are a serious mental illness that affect people of all ages, genders, ethnicities and backgrounds. While some are more common, others like ARFID are not as well known.

Avoidant Restrictive Food Intake Disorder (ARFID) is a mental health condition that affects how someone eats certain foods or limits their intake. Most common in children, it can be caused by a variety of reasons such as negative feelings over the smell, taste, or texture of certain foods. Others with ARFID have an overall lack of hunger or lack of interest in eating. ARFID was formally recognised by the NHS as an eating disorder in 2013, making it relatively new in the field of mental health.

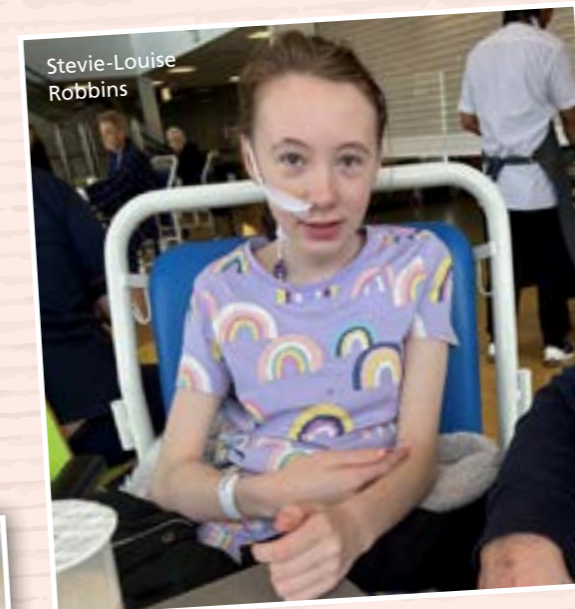
13-year-old Stevie-Louise Robbins and her family know all too well the complexities of this specific type of eating disorder. Stevie's mum, Nikki, wanted to share her story to educate more people about ARFID and offer hope to parents that support is out there.

This is Stevie's story

"My eldest child Stevie was just two years old the first time she was given food supplements. Initially, we were told that this was because she was a 'picky eater' for only eating crisps.

This was an incredibly scary time for Stevie's dad and I, we would worry so much about her. I believed that it was all my fault.

When Stevie reached the age of 11, her food intake was so small. We had been back and forth to the doctors many times, asking for help – that was when we got referred to The Eating Disorders Service (TEDS) at BSMHFT. When I received a phone call from the team at the Trust,



She is an inspiration to many"

have supported not just Stevie but the entire family. We can never thank them enough for the support we have received.

To all the parents that maybe think their child has ARFID, or needs help with their child's eating – please be persistent and keep speaking to your GP. It's a hard journey with high highs and low lows, but always remember your best is enough.

"Stevie always believes she is not enough but watching her journey she is the strongest girl. She is an inspiration to many."



it was the first time someone understood what I was saying. A week later Stevie was offered an appointment.

She was so scared going to this appointment as previously, other professionals just told her what to eat, but this time it was different. At the end of the appointment, we were told that Stevie had ARFID.

We had no idea what this was, but the team soon explained it. There were a lot of tears – but happy ones! For the first time ever, someone knew what was wrong and could offer help.

The TEDS team has been the most amazing support during the last couple of years. We have had the most amazing progress followed by the hardest times in hospital, with Stevie being tube-fed. In those moments of worry, we have always had the team to help us, and they



We would like to thank Stevie and her parents for sharing such a personal story. If you can relate to this story, please speak to your GP as soon as possible.

You can also talk in confidence to an adviser from eating disorders charity Beat by calling the Beat helpline on

0808 801 0677

Celebrating our female workforce at Team BSMHFT!

March marked the start of Women's History Month, and this year's focus was on 'Women Who Advocate for Equity, Diversity and Inclusion.' Annually, Women's History Month highlights the contributions of women to events in history and contemporary society, corresponding with International Women's Day on 8 March. This year, our Women's Network wanted to celebrate our female colleagues by shining a spotlight on the women – and those who identify as women – within our Trust who advocate daily for equity, diversity and inclusion (EDI). In total 26 staff members were featured, and you can read more about their achievements and what EDI means to them via the QR code.



Mandy Fletcher, Head of Programmes - Strategy, People and Partnerships



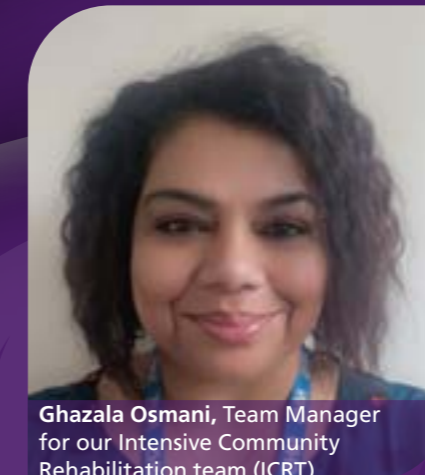
Zahra Hussain, Learning and Organisational Development Business Support Officer



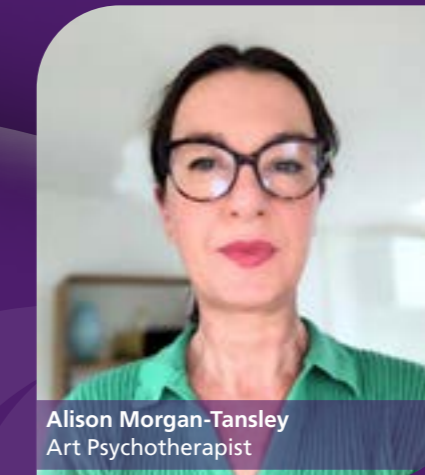
Carolyn Musgrave, Lead Nurse for Alcohol and Substance Misuse



Viba Pavan Kumar
Consultant Clinical Psychologist



Ghazala Osmani, Team Manager for our Intensive Community Rehabilitation team (ICRT)



Alison Morgan-Tansley
Art Psychotherapist



Sharon Watkins
Head of Spiritual Care



Emma Watts
Clinical Nurse Manager



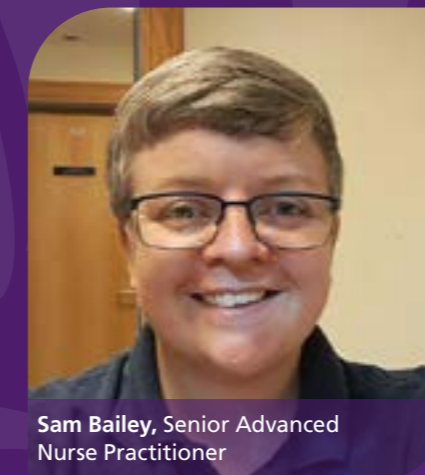
Emily Till
Registered Mental Health Nurse



Julie Spencer
Registered Mental Health Nurse



Hollie Brown
Community Psychiatric Nurse



Sam Bailey, Senior Advanced Nurse Practitioner



Jas Kaur, Associate Director of Equality, Diversity, Inclusion and Organisational Development



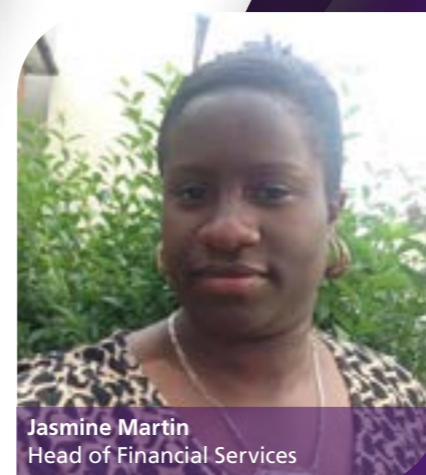
Dr Renarta Rowe, Deputy Head of Clinical Effectiveness for the Quality Improvement and Clinical Effectiveness team



Renu Bhopal-Padhiar
Associate Director ICCR



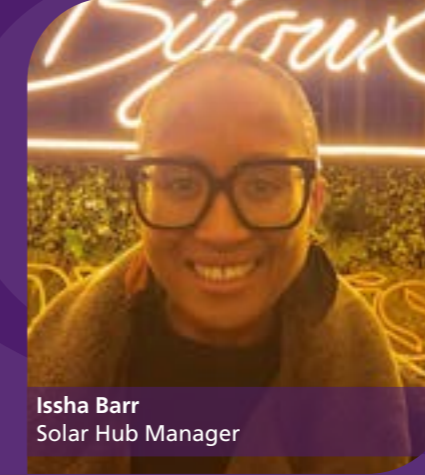
Cindy Meikle
Clinical Service Manager



Jasmine Martin
Head of Financial Services



Kiran Badesha
Clinical Psychologist



Issha Barr
Solar Hub Manager



Anna Sykes
Head of Communications



Bethany Gallagher, Equality, Diversity and Inclusion (EDI) and Staff Network Coordinator



Prepare yourself for a summer of feel-good music and community spirit as we champion beating mental health stigmas across Birmingham.

One in four people across the UK experience a mental health problem in their lifetime, it could be you, your friends, a family member, or a neighbour. Feel the Rhythm, Beat the Stigma is a series of community music events that aim to bring people together and talk about a topic that for too long has been stigmatised.

Spanning across four locations in Birmingham, we will be reaching out to the community and teaching people about the importance of mental health and the help that is available – all whilst having a bit of fun at the same time.

These family events are for all ages, with over 20 stalls hosting games, charity raffles, pottery sessions, hot food and drink, mental health support information and much more.

Local artists, including The One Love Band, a lively five-member Reggae band from Small Heath, Birmingham will be performing live throughout the event, playing well-known tunes from the 80s that will be sure to get everyone up and dancing!

Dates for your diary:

- 🎵 12-4pm, 6 July, Endeavour Court, 210 Reservoir Road, Erdington, Birmingham, B23 6DJ
- 🎵 12-4pm, 3 August, The Zinnia Centre, 100 Showell Green Lane, Birmingham B11 4HL
- 🎵 12-4pm, 7 September, Mary Seacole Hospital, Lodge Road, Winson Green, Birmingham, B18 5SD
- 🎵 12-4pm, 21 September, Maple Leaf Centre, 2-4 Maple Leaf Drive, Birmingham, B37 7JB.

All events are free to attend, food and drink can be purchased on the day.

For more information about the events, please email bsmhft.communityengagement@nhs.net.

We can't wait to see you there!

Furry friends visit our patients on Trust sites

Pony therapy, or equine-assisted therapy, can bring various benefits to people of all ages, including those with disabilities and illness. This unique type of therapy can help to improve confidence in our patients both young and old, strengthen their social skills, lower anxiety and stress and boost their endorphins!

Patients at Reservoir Court, an 18 bedded inpatient unit for elderly patients with severe and enduring mental illnesses were surprised by the sound of tiny hooves outside their ward on a sunny April day.

These patients often have comorbidities - more than one long-term disease or condition at the same time. This requires them to



have a further period of stabilisation within an inpatient setting, to help them achieve their personal recovery goals, and re-integrate into the community.

Patients are ordinarily reserved but ventured outside to meet Lolly and Moomin to pet them, give them a few treats and have a walk around in the spring sunshine.

The four-legged pair are regular visitors to elderly patients across the West Midlands and they are hoping to make a return later this year to meet more people.

A huge thank you to Ward Manger Bernadette Mulvany and staff from our Reservoir Court team for making this a reality.

Some of younger inpatients also had a visit

from some four-legged friends of the woollier variety. Lambs, George and Mildred paid a visit to Ardenleigh for Easter.

Pet therapy can significantly improve the health and wellbeing of our patients. Animals can help to reduce stress, anxiety and improve our mood. This was certainly the outcome for many of our colleagues and patients.

If you're struggling with feelings of depression, excessive worry, anxiety, post-traumatic stress or obsessions and compulsions, NHS Talking Therapies can help. The service is effective, confidential, and free. Your GP can refer you or refer yourself at [nhs.uk/talk](https://www.nhs.uk/talk)



Our Value Awards 2024

By the time you read this, our Values Awards 2024 winners will have been revealed. Our Values Awards are an opportunity to shine a light on and celebrate some of the incredible work of many of our individuals and teams,

from over the last 12 months. This year we had the following awards, Rising Star, Team of the Year Clinical Services, Team of the Year Support Services, Quality Improvement, Research and Innovation, Compassionate,

Committed, Inclusive, Lifetime Achievement, Service User and Carer Choice and for the first time the Caring Minds Charity Champion. Look out for our special double page summer/autumn spread as we recap on the evening.

Making the right healthcare choices

When you have an appointment with a healthcare professional, you may need to make choices about your healthcare.

Over the last year, staff from NHS Birmingham and Solihull's Personalised Care team and our citizens have been developing practical and promotional resources to encourage and support patients and service users to be involved in the decisions about their care.

The resources, which include a leaflet, aim to address the potential barriers to effective shared decision making, as raised by our citizens, such as not knowing the right questions to ask during an appointment.

The resources encourage the patient to consider what matters most to them prior to the appointment, such as any caring responsibilities or hobbies, and to share this information with their healthcare professional so together they can discuss healthcare options with what matters most to the patient.

You know your personal circumstances best, so it's important for you to ask questions and share how the options will affect you.

Before your next appointment, you can view or print off the leaflet by scanning the QR code. By breaking your appointment down into manageable steps, it might help you to consider what is important to you, including your values, beliefs, hobbies, plans, or caring responsibilities. Then, you and your healthcare professional can discuss your options, and together, you can find the right choice for you.

After your appointment, you might want to talk to your friends and family about what you have discussed. It is okay to change your mind.

If you have more questions, please speak to your healthcare professional.



Top tips

Here are four questions you could ask your healthcare professional...

- What are the benefits?
- What are the risks?
- What are the alternatives?
- What if I do nothing?

Asking these four questions and then considering what matters most to you will help you to choose the option that is best for you.



Download the free NHS app today



Have you got the free NHS app installed on your smartphone yet?

The NHS app gives you a simple and secure way to access a range of NHS services. You can download the NHS app on your smartphone or tablet via the Google Play or App Store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS app. You also need to be registered with a GP surgery in England or the Isle of Man.

What you can do with the NHS app

You need to prove who you are to get full access to the NHS app. With full access you can:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- Book and manage COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number (find out what your NHS number is)
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

Before proving who you are, you can use the NHS app to:

- Search trusted NHS information and advice on hundreds of conditions and treatments
- Find NHS services near you.

Other services

Depending on your GP surgery or hospital, you may be able to use the NHS app to:

- Message your GP surgery or a health professional online
- Contact your GP surgery using an online form and get a reply
- Access health services on behalf of someone you care for
- View and manage your hospital and other healthcare appointments
- View useful links your doctor or health professional has shared with you
- View and manage care plans.

Save money on your prescriptions

If you are living with a long-term condition, you could save money on your NHS prescriptions.

A Prescription Prepayment Certificate will save you money if you pay for more than three items in three months, or 11 items in 12 months. The certificate covers all NHS prescriptions for a set pre-paid price, which can also be spread over 10 direct debit payments.

For more information on Prescription Prepayment Certificates visit

www.nhsbsa.nhs.uk/ppc

Ask your local pharmacist about the latest costs and how much you could save.

Those who are on a low income could be entitled to help with costs or even free prescriptions through the low-income scheme, depending on circumstances. Find out more on

www.nhsbsa.nhs.uk/check.



BSMHFT launch Anti-racist Framework

BSMHFT is working towards becoming an anti-racist, anti-discriminatory organisation where we all have equal access, experiences and outcomes. As part of this work, we developed our Anti-racist campaign in 2022 and in March this year we launched our Anti-racist Framework.

We know from recent surveys that there are racial disparities amongst staff and this framework has been designed to support all colleagues across the Trust to evaluate our progress towards becoming an anti-racist organisation.

Currently, staff, patients and service users who are racially minoritised within mental health services are at risk of being disproportionately treated and discriminated against compared to white staff, patients and service users. Those who are racially minoritised and who have multiple protected characteristics can face up to triple the risk of discrimination (NHS England, 2022).

Our Anti-racist Framework will empower all BSMHFT colleagues to improve the experiences of everyone within the Trust, alongside helping us all to monitor the progress towards becoming an anti-racist organisation.

A group of eight staff members with different backgrounds, job roles and experiences worked together to collate the framework. They were supported by an external consultancy agency (Bliss and Airey Training and Consultancy Ltd), an academic partner from Aston University. Six principles were developed for BSMHFT colleagues to follow.

Along with four accountability guides to support BSMHFT colleagues, practitioners, managers and leaders to bring their most authentic self to work without any form of discrimination.



All colleagues will be held accountable for any discriminative behaviours or actions towards other staff, carers, patients or service users.

Jas Kaur, Associate Director of Equality, Diversity and Inclusion and Organisational Development, says:

"We have enough data about the racial inequalities in our workplace and we want to continue to take action to combat this."

"We want everyone at BSMHFT to feel confident and safe to share their views and ideas

and welcome the diverse and creative perspectives of all of our colleagues.

"Our Trust Values are Compassionate, Inclusive and Committed and we aspire to make sure all three are embedded across BSMHFT for the benefit of our staff, patients, service users, carers and families."

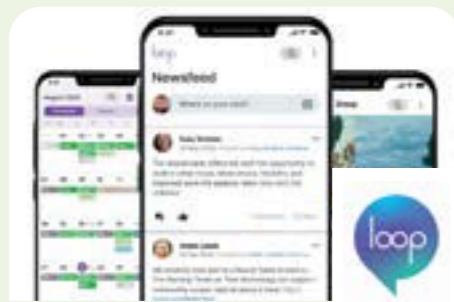
We recognise people face discrimination in other aspects, and focusing on race does not undermine the severity of any discrimination a person may experience within any protected

characteristics identified in the Equality Act 2010. Our Trust has zero tolerance towards any forms of racism, and we all have a responsibility to report and act upon incidents of racism.

If you have any queries on our Anti-racist Framework or you would like to find out more email our Equality, Diversity and Inclusion team.

✉ bsmhft.edi.queries@nhs.uk

Helping us to stay in the Loop



BSMHFT has recently begun using a new tool called Loop which not only allows colleagues to manage rosters, leave requests, bank bookings and shift planning more easily, it's also given us another communication channel for staff to get the latest news and updates.

Loop can be accessed by colleagues across the Trust and used via an app or online via a web browser. We hope staff working on wards will really benefit from Loop. Many of these colleagues have very little time to check our intranet, Connect for news and updates whilst on shift as they are rightly focused on caring for patients and service users. However, the advantage of Loop is that it can be accessed from anywhere including on breaks or when staff are away from the Trust.

We hope Loop will help colleagues stay in touch with Trust developments, campaigns and news which they can then share with

patients, service users and carers to help them feel more informed about what's happening in BSMHFT.

In addition, it should support colleagues and managers to monitor staffing levels, helping us to ensure our wards and clinical areas are populated with the right number of staff with the appropriate experience.

We hope Loop will benefit our colleagues, patients and service users, improving their experience at BSMHFT.

BSMHFT staff can find out more by searching for 'Loop' on Connect, our Trust intranet.

Shared Care Record – Improving your care through technology

A shared care record is a safe and secure way of bringing all separate records from different health and care organisations together digitally in one place.

To provide our service users with the best care it is important that health and social care staff have the most up to date information available to them. Shared Care Records assist staff to make the best decisions by having a more 'joined-up' picture of a service user's information. This is important in providing safe, personalised, and connected care.

Dr James Reed, Chief Clinical Information Officer has strongly endorsed using the Shared Care Record with his colleagues at the Trust and beyond to ensure that we are all looking at the bigger picture when it comes to each person's journey to good mental health and wellbeing. He said:

"I think we are now at the point where Shared Care Records are seen as something that is an essential part of healthcare

rather than an optional extra – and that's an important stage to be at."

If you would like to learn more about the Shared Care Record and examples of positive stories, you can hear feedback from various healthcare providers across the Birmingham and Solihull patch by scanning the QR code.



Feeling lonely? Let's talk about it

There can be many reasons for our loneliness – sometimes there is no obvious cause and it's just how we feel.

Things that happen to us in life, like losing a loved one, perhaps through a bereavement or break-up can make us feel lonely. Other life changes, especially those that take us away from home can also make us lonely, including:

- Leaving to go to university
- Starting a new job
- Staying at home to look after a newborn baby
- A long-term health condition that results in either long stays in hospital or being unable to leave home
- Becoming a full-time carer for someone we live with.

Did you know that more than 80% of young people said they would be embarrassed if they said they were lonely?

Loneliness. It's a part of life. Let's talk about it.

We're supporting Better Health's most recent campaign to bring our attention to the epidemic of loneliness, which so often prevents young people from reaching out and accessing support. Targeted at 16 – 24-year-olds, one of the most at risk audience groups, the campaign aims



to reduce the stigma of loneliness, increase knowledge of where to find support and encourage taking action.

There are a range of ways to feel more connected. Being part of a group or club is a great way to connect with and meet people. Look for groups to join in person or online that focus on things you like or activities you would

like to try. If you're in a group, remember to always welcome others and involve them, as it can really help anyone who might be shy or lack confidence when meeting new people.

Find out more by scanning the QR code.



Ten-week fishing programme transforms service user's life

Service user, Leigh



In a transformative initiative funded by the Get Fishing Fund through the Angling Trust, a community-focused fishing programme successfully completed its 10-week run, leaving a lasting impact on participants and coaches alike.

The programme aimed to bring together individuals for therapeutic fishing sessions. The sessions were carefully planned and organised through pre-approval meetings with the Angling Trust. A crucial aspect involved recruiting qualified fishing coaches and identifying enthusiastic service users willing to participate.

Leigh, a BSMHFT service user, shared: "The programme has reignited my passion for angling and has become my therapy. I've even managed to get out and cast a line or two on my own, which would have been impossible before the programme because I'd lost myself."

Acute and Urgent care success

A new discharge pack has been developed to help mental health inpatients reintegrate into the community following discharge from acute care.

The discharge pack will be a great help for around 100 patients each month that are discharged from our acute care services. The pack contains several sections, some of which include general information on important telephone numbers and crisis lines, but others are to aid recovery once leaving hospital.

Each person in our care is unique, as is their discharge pack. Occupational Therapists will work closely with patients leading up to discharge to identify goals, for example, ways to boost mental health and happiness or ways to help them cope more easily with life's challenges. Patients are also encouraged to take part in activities run by local community organisations, to aid in their recovery.

The idea came about after patients expressed the need for more support and easier access to community organisations after discharge, to help them with their recovery. Our Participation and Experience team and Occupational Therapists have worked hard to put the pack together. Several co-production meetings took place with the addition of our Experts by Experience who have first-hand experience of inpatient care.

Katy Willmont, Participation Lead for Acute and Urgent Care said:



The team behind the pack

"It is so important that we work in this collaborative way as it ensures that views from both patients and staff are considered. Co-production in everything that we do is best practice."

Emma, an Expert by Experience involved in the production of the pack said: "The discharge pack would have been a valuable resource to me when leaving hospital. It collates all the important information into one handy document that is accessible for all. For me, having all the important phone numbers (including crisis

numbers), information about the recovery college and five ways to wellbeing would have been especially useful and it would have made my discharge process as easy as possible."

Our acute care services discharge approximately 1,200 men and women per year. The team is hopeful that the packs will provide that extra level of comfort for our patients, aiding their mental health journey, and ensuring they are confident on where to get they help if they need it.



NHS talking therapies can help.



Celebrating National Staff Networks Day at BSMHFT



This year BSMHFT celebrated National Staff Networks Day (Wednesday 8 May 2024) - the world's only day dedicated to recognising networks and the incredible value they add to the workplace! Currently at BSMHFT we have five Staff Networks, Disability and Wellbeing, LGBTQ+, Men's, Women's and Race Equity.

During the event we had a special guest speaker Patrick Vernon, the Chair and Non-executive Director for Inequalities and Chair of the Birmingham and Solihull NHS Integrated Care Board. Everyone who attended had the opportunity to ask Patrick any questions after his inspirational and insightful talk. Following on from this, Women and Theatre put on an interactive performance to get everyone talking.

The well attended event involved a mixture of fun, learning and looking towards the future of our Staff Networks. We can read more about the Staff Networks by scanning the QR code or visiting

bsmhft.nhs.uk/about-us/equality-inclusion-and-human-rights/



Recovery College for All – learning together makes us stronger

It's 10 years this year since we began discussions on how we could bring a Recovery College to BSMHFT. A group of staff, service users and carers, began to develop plans for what we now know as our Recovery College for All, and a decade on, some of our founders are still committed to the College.

Recovery Colleges originated in America throughout the 1990s and they now exist in more than 20 countries. The first Recovery College in England was set up in London in 2009 and there are now more than 80 in the UK.

Recovery Colleges are based on an educational approach, which differs from a clinical approach or therapeutic interventions. The personal recovery approach recognises that it is possible to live a meaningful life in the presence or absence of symptoms. Our Recovery College is founded on the belief that learning together makes us stronger.

All sessions have been co-designed and are co-facilitated by individuals with experience of living with mental health difficulties alongside healthcare professionals. They are all open to BSMHFT service users, their families, carers and supporters, Trust colleagues and Trust members over the age of 18.

Our Recovery College for All began in the summer of 2016, delivering 15 different sessions between June and July. Eight years later, the summer term runs from May – August, offering an amazing 40 sessions covering a huge variety of subjects. We have co-produced over 50 courses and sessions over the past eight years.

The College has enabled those attending to learn about personal recovery, identify their strengths, share experiences and build



connections with others. It has also supported them to increase their confidence, knowledge and skills in a friendly, welcoming, relaxed environment.

Current sessions cover a wide range of subjects including understanding anxiety, hope in recovery, empowerment through goal setting and building an emotional toolkit. Recovery College for All also offers sessions on dementia and memory loss, mental health conditions such as bipolar disorder and psychosis and how to live well with these conditions, with facilitators using a variety of activities and discussions to explore the topics.

One of the college's more unusual sessions includes Sound Journey where participants can immerse themselves in the vibrations from varying sounds and frequencies and Emotional Freedom Technique (EFT), where one of our Experts by Experience shares her experience of using (EFT), known as 'tapping' to support her recovery and manage her mental health.

If you find being outside in nature is beneficial, you could join the Seeds of Hope sessions. The Seeds of Hope garden is a recovery-focused space to connect, grow and create. It's a welcoming and calm environment. Sessions are open to all and the College runs a drop-in session on most Tuesday mornings at the Uffculme Centre, 10.30am – 12.30pm.

Recovery College for All courses take place at the Uffculme Centre, 52 Queensbridge Road, Moseley, B13 8QY and the Renewal Centre, Lode Lane, Solihull, B91 2JR. Some sessions are also held online using the Microsoft Teams platform.

Details of the sessions on offer are available on bsmhft.nhs.uk, or by scanning the QR code.

To book a session, get in touch via

0121 301 3992
bsmhft.recoverycollege@nhs.net

Holding on to hope

Our Recovery, Participation and Experience team has been working with our Experts by Experience (people with lived experience of mental health conditions and their families and carers), BSMHFT colleagues and stakeholders to develop our new HOPE Strategy: 'A Recovery Journey for All'.

Katherine Allen, Lead for Recovery, Service User, Carer and Family Experience explains why it was so important to ensure the HOPE Strategy was co-produced. She says:

"Co-production is when different types of knowledge are brought together and treated equally, power is shared, and decisions are made together. We wanted to listen to and incorporate the ideas from the people who would be impacted by our HOPE Strategy to make sure that we develop a plan for the



future which will meet their needs."

The HOPE strategy shows that BSMHFT is committed to supporting those we support on their recovery journey through:

- Health Opportunities
- Participation Experience

Our vision is for all of our service users, patients their carers and families to be supported to live fulfilling lives, with hope, meaning, purpose, opportunity and choices. This means supporting and enabling people to flourish in whichever way that is important to them.

Our HOPE Strategy directly supports the delivery of the Trust Strategy, particularly contributing to the clinical priorities of being recovery focussed, and the quality priorities of a focus on service user and family/carer experience. It is also underpinned by our Trust Values of Compassionate, Inclusive and Committed.

The strategy aims to empower individuals by ensuring they have the information, confidence and control to participate in decisions about their care. We also aspire to give every service user, patient, family member and carer the right to participate in decisions about BSMHFT and to join us in co-production activities of their choosing, matched to their interests and lived experience of mental health conditions.

The Recovery, Participation and Experience



team is very excited about the new Hope Strategy and working with service users, patients, their carers and families and colleagues to make a positive difference to those who use and work in our services.

If you would like to get involved with the work of the Trust, why not go along to the Recovery for All Forum which meets once per month, usually on the first Friday of the month, at the Uffculme Centre in Moseley.

bsmhft.recoveryforall@nhs.net for more information.

Caring Minds



Enhancing a person's visit to BSMHFT can make all the difference to their wellbeing, recovery and overall experience of our services. Caring Minds is our charity and supports the Trust's vision of improving mental health wellbeing, by providing added extras that are over and above what the NHS can provide.

If you would like to raise money for Caring Minds or find out more about the work of the charity, please email: bsmhft.fundraising@nhs.net

Alternatively you can make a small donation today, by visiting Caring Minds' JustGiving page: www.justgiving.com/caring-minds



The latest lucky lottery winners



More lucky staff members have each won £250. Below are some of our recent winners, congratulations to all!

- January: Safia Khan (Solicitor, Head of the Legal Department)
- February: Nokuthula Landa (Hibiscus Ward Manager, Taramind)
- March: Vicki Southall (CPN for AWA at Riverside CMHT, Small Heath Health Centre)
- April: Sally Hill (Community Mental Health Nurse).

Caring Minds becomes a team



Louise John has been managing the Caring Minds Charity solo since March 2022, with the support of Head of Financial Services, Jasmine Martin. But she started the New Year by recruiting Events and Engagement Officer, Helen Tomblin. Helen has previous knowledge and experience in fundraising and skills in communications and marketing and is already proving to be a huge asset to the team.

'Happiness in a cup' on International Day of Happiness

On International Day of Happiness, Caring Minds welcomed colleagues to 'Happiness in a cup' for a free Nespresso at our Uffculme Centre courtesy of our friends at Lyreco Group UK. Sharon, Petra and other supporters also ran a cake sale with cakes kindly bought and baked by members of staff. It was a wonderful day with lots of happiness spread.



Helen Tomblin, Louise John and Jasmine Martin

'In your corner' competition

Colleagues were asked to allocate a prominent place in their working environment to put up promotional posters for events and relevant charity news. Louise and Helen announced the Operations/Reception team at Uffculme the winners and presented the team with a selection of chocolate Easter eggs. Louise and Helen were very impressed with their display, which can't be missed when entering the building! You can still help Caring Minds, by promoting them at your place of work, they would love to see what you do and appreciate the support.



Operations/Receptions team at Uffculme

Stirchley based gym, Colstock Fitness raises over £250 for charity



Due to lots of 'naughty behaviour', Deon Colstock, founder of Colstock Fitness decided to fine members of his gym and give the money to Caring Minds. Fines were given for; lateness, back chat with Deon (the instructor), yawning, any bad language during class and many more! In total the group raised £250 for Caring Minds.

If, like Deon, you would like to fundraise for our charity, Caring Minds, please email the team today bsmhft.fundraising@nhs.net.

Improved scores in our Patient Led Assessments of the Care Environment (PLACE)

Summerhill Services Limited (SSL) supported 22 Patient Led Assessments of the Care Environment (PLACE) across our Trust sites during September – December 2023. These annual national assessments provide a snapshot of how an organisation is performing against a range of non-clinical activities which impact on the inpatient experience.

The purpose of PLACE is to assess the environment from a patient's perspective, focusing on what matters to them. The questions within PLACE are divided into six main domains: condition and appearance, cleanliness, food and hydration, privacy and dignity, disability and dementia.

The assessments are based on a visual assessment, and do not rely on the application of any technical or scientific tools. Scores are based on the conditions seen at the time of the assessment and how they compare to the defined criteria and guidance. They are designed to assess how well the physical environment supports service users with dementia and/or a disability, the quality and



availability of food and drink and the condition and cleanliness of the setting.

BSMHFT's PLACE Programme had excellent support from a motivated team of Experts by Experience both service user and carer representatives.

Nicky Bowen, Senior Contract and Commercial Services Manager, SSL said:

"Having the input of patients, service users and carers is invaluable. They are the people who know what's really important to our inpatients.

I would like to say a huge thank you to them for giving their time and using their experiences to help us."

Our overall scores exceeded the national average in six out of eight areas and our organisational scores have increased from 2022. The results reflect the dedication and professionalism of our in-house estates and facilities teams, Amey and Equans and clinical colleagues.

Neil Hathaway, Director of Operations, SSL shared his thoughts, saying: "Not only am I very happy with our PLACE results, but I am also proud that these have been awarded to us by Experts by Experience and reflect the dedication of all of our operatives."

A huge thank you to the SSL Soft FM Monitoring team and to our clinical teams for their support and co-operation to enable the inspections to take place within the wards.

Quiz Challenge

- Which letter of the alphabet is used most frequently in English?
- Who hosts the BBC TV quiz show Bridge of Lies?
- Erik ten Hag, a Dutch professional football manager and former player, is the manager of which Premier League club?
- The sacking of Rome in AD410 was carried out by which race of people?
- A swallowtail is a variety of which creature?
- Chicago is the largest city on the shores of Lake Michigan. What is the second largest?
- Which colour flag is used to order a Grand Prix racing driver back to the pits?
- Timothée Chalamet plays which character in the 2024 film Dune: Part Two?
- The writer Charles Dickens also used which pen name?
- The singer Beyoncé had a top 10 UK hit in 2024 with which Dolly Parton song?

FIVE ALIVE				
WD	AE	TP	ET	HR
RW		OI		AI
EA	QN	UT	IA	CL
LP		NH		LE
TS	HO	ED	AR	DY

EQUALISER				
4		4		
2	○	2	○	3
2		3		
3	○	3	○	0
8		0		

Here are two miniature five-square crosswords using the same grid – but the letters have been mixed up. You have to work out which letters belong to which crossword.

Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same. Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

CROSS CODE

1	22	17	19	7	1	22	25		20	7	3	3
13			25		5		4		7			7
23		10	22	23	7	12	13	4	21	25		11
8	5	7	1		21		18		10	19	20	22
		25		19	25	7	21	16		24		24
24	5	25	7	21		9		1	5	9	7	13
5		13		10	1	5	23	5		1		5
25	13	3	2	22		3		10	1	5	11	9
22		2		1	4	6	23	22		26		
24	22	22	1		19		7		25	9	13	8
5		25	22	21	9	22	21	26	22	25		3
3			3		26		22		14			19
3	5	15	6		4	19	1	1	6	7	21	16

ABCDEFGHIJKLMNOPQRSTUVWXYZ

1	2	3	L	4	5	6	7	I	8	9	10	11	12	13
14	15	16		17	18	19	20	21	22	23	24	25	26	S

Each number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid, then use your knowledge of words to work out which letters should go in the missing squares.

As you get the letters, fill in other squares with the same number in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

CRYPTIC CROSSWORD

1		2		3		4	5		6		7
					8						
9							10				
11									12		
	13	14					15				
16											17
18				19						20	
21						22					
23										24	

ACROSS

- Cited problem involving European fraud (6)
- Go and put it right (6)
- Intricate set of buildings (7)
- Evidence that the professor is holding nothing (5)
- Alan first reproduced the card showing a large building (9)
- In passing noticed error (3)
- Offering no opposition to permit, I have the part on stage (7,4)
- Beware of internal strife (3)
- Great duel haphazardly controlled (9)
- Poles in Scottish river find plant (5)
- Well-known for having to eat off the floor? (7)
- Noticed man had wrong deed (6)
- New growth of vegetable (6)

DOWN

- To extract the essence takes two months (6)
- Army chief encountered flying body (5)
- The Italian left, having head cold maybe (7)
- Banish former Portuguese leader with the Spanish (5)
- Laura so upset at waking up (7)
- Impose a second penalty to improve matters? (6)
- Actor and tramp having no right to be wasteful (11)
- Order a cooker, as stated (7)
- Go round and round the upper part of the desk (4-3)
- After end of August sorceress developed a twinge (6)
- Theologian damaged toes outside, that's most unusual (6)
- Come to a similar conclusion, say (5)
- Volunteers show disapproval of ban (5)

TrustTalk listening to you

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