

# @connect

News and events from Kent and Medway NHS and Social Care Partnership Trust.



## Welcome to e-connect!

As many of you will know the government has now ended the legal requirements around self-isolation for people who test positive for coronavirus.

Delivering brilliant care and looking after the health and wellbeing of our patients, remains our main priority.

Although masks are no longer required in shops or on public transport (although recommended), they remain compulsory in all health and social care settings

We are now all on a new journey as we live and work with COVID-19. Please ensure if visiting any of our buildings that you adhere to the rules we have in place to protect everyone. These include mask wearing and washing your hands. Should you be experiencing any symptoms of COVID-19, we ask that you do not visit. Please continue to check with our staff or on our website for further guidance.

We know that many people have struggled during the pandemic with stress, anxiety and depression.

Caring for your mental health is vital and it's important to know that support is available. To help, we have included a list of organisations you may like to consider reaching out to if you are struggling and need further support.

We are delighted to share with you news on a number of projects taking place across KMPT as well as the results of our Staff Survey from 2021. Plus you can read more about a number of prestigious awards that KMPT has been recognised for.

We hope you enjoy the bank holiday weekend ahead and have time to relax and unwind.



## Celebrating our 2021 Staff Survey feedback

Every year our staff are invited to participate in the national NHS Staff Survey. The survey is completely anonymous and provides an opportunity for our staff to share with us what it feels like to work for the trust – what is good and where we need to improve. Listening to what our staff tell us gives us a much better understanding of how we change things where we can for the better.

We were delighted by the response to the 2021 Staff Survey. Our participation rate was an incredible 67.8 per cent across the whole trust\*. This was better than all previous years' and shows us that our people really value being heard and want to let us know how they feel.

[See the full results here](#)

## Meet our brilliant people

Each month we will be introducing you to one of our brilliant people who provide brilliant care at KMPT. This month we're focusing on the acute care group and would like to introduce you to Christina, one of our amazing healthcare assistants.

"Hello, my name is Christina. I have been employed by KMPT since it was formed as a trust but have been in continual employment within the NHS for 38 years.

"I am a healthcare assistant and work on an acute mental health ward. My role as a carer requires patience, tolerance and compassion, and I provide all aspects of physical and mental care.

"KMPT has encouraged me to improve my skills and knowledge as a healthcare worker and has provided training of a high standard. I have been supported by KMPT to further my career and complete my NVQ3. This was a valuable qualification and has proved invaluable for my role. It has also enabled me, with the knowledge and education gained, to take on lead roles.

"KMPT has its values and standards which I have embraced in my working life, especially the team working. This makes the burden so much lighter and the goals so much more achievable. Positivity and optimism, and an open mind, makes the work place a better place to be.

"I have had so many opportunities in my role here; I have risen to the challenge and achieved. KMPT has supported me throughout the years and the work has proved to be rewarding; financially, educationally and emotionally. I do not believe I would have achieved so much anywhere else."



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## **KMPT recognised at the Healthwatch Awards**

We were invited alongside other NHS trusts in Kent and Medway to the Healthwatch Awards – a new awards event celebrating the best of health and social care in Kent and Medway.

200 guests came together to recognise each other's achievements and hear ideas that could improve the quality of their own work.

We were absolutely delighted to be recognised in four categories for the brilliant care we provide across the county.

Our biggest win was the excellence award that we received for our public consultation and engagement work on Ruby ward. This consultation process ran from August to September 2021 and looked at relocating the ward to a brand new building on our Maidstone site.

We were also recognised for our partnership working. Firstly, with the Mental Health User Voice Network for our joint work to proactively seek feedback and then use that feedback to make improvements to mental health services; and also for our co-production review of longstanding Patient and Carer Consultative Committees and lived experience roles.

Finally, we received recognition for our quick action in assessing the COVID-19 risk for staff of ethnic heritage.

Catronia Toms, Assistant Director of ICP Development, said: "I was really pleased to see us recognised for how we have taken practical steps to implement the aspirations of our participation and involvement strategy and how key this work is to the delivery of our overall trust strategy."

Talking about the awards, Healthwatch Kent's Robbie Goatham said: "We work with every single health and social care organisation in Kent and Medway to ensure they are hearing your stories and using your experiences to improve their services. This bird's eye view means that we see what's working well, and what needs improving. Our Healthwatch Recognition Awards has given us the opportunity to take a moment to recognise and celebrate the best on health and social care in Kent and Medway. Congratulations to everyone who has been recognised."

You can view the full brochure from the event [here](#).



Congratulations to all the teams who were recognised, we are #KMPTProud

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## Quality improvement project wins best presentation on Wellbeing at the Cambridge Health Leaders Awards

Over the last 18 months, we have working with our Qi team to look at how we can reduce further violence and restrictive practices within our acute inpatient units.

In 2020, our Qi team worked with staff and patients to look at the number of violent incidents and restrictive practices on our acute inpatient units and how this could be measured and improved. A number of surveys were circulated to staff and patients to gather their views. The results clearly showed that there was a need and desire to create a safer and less volatile therapeutic environment to encourage better wellbeing.

Three wards were identified to take part in the project – these were Amberwood ward in Dartford, Chartwell ward in Maidstone and Fern ward in Canterbury. Data was collected from the three wards for October 2020 to January 2021 which showed an average of 28 incidents of restraints.

The objective of the project was to reduce violence and restrictive practices within acute inpatient units by 50 per cent after three months.

Changes were developed by the project team and the idea of purchasing sensory equipment was decided to be taken forward. Equipment such as light projectors to play music, soothing DVDs to assist with relaxation and ear defenders were used. The project was evaluated after a year against the objective of a 50 per cent reduction in violence and restrictive practices and exceeded this target with 56%. Meaning 12.3 incidents being reported over the three-month period!

Due to the huge success of the pilot we are now looking to implement these changes across all acute care units. The team also put themselves forward in the Best Presentation on Wellbeing at the Cambridge Health Leaders Awards and were awarded first prize! This is an incredible achievement.

[Read more about the project here](#)

## Kent and Medway NHS and Social Care Partnership Trust goes digital with the launch of electronic prescribing

We have gone live with a roll out to replace paper-based prescriptions with electronic prescribing.

The electronic prescribing and medicines administration system (EPMA), which has been created by Civica Prescribing, will improve patient safety and efficiency in the medicine management process by reducing the risk of medication errors, ensuring fast access to potentially lifesaving information and reducing duplication of information gathering. It has been funded by NHS Improvement (NHSI).

The system is running at Rivendell rehabilitation unit, an inpatient unit in East Kent. Clinical staff have precise and immediate access to patient information for clinical decisions and outcomes.

Civica provides the application software and technical support for implementation.

Sheila Stenson, executive director at KMPT said: "We want to harness technology to improve patient care, which is a key part of the NHS long-term plan. The funding to introduce electronic prescribing will help us reduce errors and free up valuable staff time by moving away from outdated paper-based systems.

"We are delighted to have introduced this in one of our inpatient units and we can see already that it is making a real difference and supports our vision to deliver brilliant care, through brilliant people. We plan to roll this out further across the trust so that others can benefit too."

EPMAs enhance operational productivity as there is improved communication of real-time information between prescribers, pharmacy and clinical staff. This helps to streamline operational and clinical processes as staff no longer have to use paper drug charts as prescribing, administration and pharmacy reviews will be recorded on EPMA instead. Electronic records are accessible from multiple locations to enable data to be accessed simultaneously by multiple clinicians for administration, review and audit. EPMA reduces the time it takes to prescribe, check, supply and administer inpatient drugs. Time is saved by not having to create, search for and retrieve drug charts. It also supports partnership working as provides the platform for the transfer for electronic prescriptions to pharmacies, thereby improving access to medications for patients and reducing staff time for the ordering process.

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## A big KMPT welcome to our new charity lead

We are delighted to welcome Mirelle Frost, KMPT's new charity lead to the trust.

Mirelle joined in March 2022 and has worked in the voluntary sector for over 30 years. She brings a wealth of knowledge and experience in helping to support people living with ill mental health to access both NHS and charity mental health services.

Mirelle says: "I am really pleased to be joining KMPT, particularly as we set out on this new and exciting journey together to launch our newly-formed mental health charity. I have been meeting lots of people across the trust since joining and am really looking forward to working alongside many of you to launch our new charity."

Throughout her long career, Mirelle has worked as a chief executive officer and company secretary for Kent based charities and been involved in both project management and fundraising for community gardens and play areas to reduce social isolation and improve wellbeing.

"I have a particular interest in creating and maintaining sustainable local areas for wellbeing for all ages to socialise, share skills, knowledge and local produce. As well as general fundraising, one of our first projects is focused on the Webb's Garden project in Canterbury. This fabulous space is used for lots of therapy sessions, growing its own produce as well as a place to rest, relax and focus on wellbeing.

“Through the charity we are hoping to raise £6,500 to build a new pagoda and improve disabled access for patients, staff and volunteers, whilst carrying on the fabulous work already taking place in the garden.”

You will be hearing lots more about KMPT’s new charity and how you can get involved over the few months so watch this space.

### **Want to donate now?**

We are working towards an official date to launch the charity but the great news is that we are accepting donations now! If you want to donate to the charity or the Webb’s Garden Spring Project here are the details:

Kent and Medway NHS and Social Care Partnership Charitable Fund

Bank name: Nat West

Sort Code: 607080

Account number No: 10032711

### **Would you like more information about how you can help?**

Email Mirelle at [mirelle.frost@nhs.net](mailto:mirelle.frost@nhs.net) or the charity’s administrator at [kmpt.charity@nhs.net](mailto:kmpt.charity@nhs.net)



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## **Stress Awareness Month**

Did you know that April was Stress Awareness Month? Why not take some time to think about your wellbeing and what you can do to help reduce your stress levels?

The pandemic continues to have a huge impact our physical and mental health. If you’re in need of support or help to manage your stress, then there are lots of resources and organisations available to support you.



The NHS have lots of useful information about [managing stress, anxiety and depression](#), as well as links to [national organisations](#) who offer support when you need it most.

The [Mental wellbeing information hub](#) website provided by the Kent and Medway Clinical Commissioning Group (CCG) has details of how you can find services, get support and advice if you are feeling anxious and stressed. You can find details of self-help and online tools and mental health and wellbeing services available in Kent and Medway.

If you are feeling distressed, frightened, overwhelmed, or things are just getting to much for you the [Kent and Medway Safe Havens](#) offer out-of-hours mental health support to anyone aged 16+ in the Kent area, (including healthcare professionals) from four locations in Canterbury, Medway, Thanet and Maidstone. They are open between 6pm and 11pm every day (including weekends and bank holidays). No appointment or referral is needed, but you will need to wear a face mask and have a temperature check upon arrival. The service is provided by Mental Health Matters.

The [Folkestone safe haven](#) is run by Hestia and provides free mental health support for those living in the Folkestone and Hythe district. It has expanded its service provision and will now provide mental health support to 16 to 18-year-olds, as well as to over 18-year-olds. You can find them at The Rainbow Centre, 69 Sandgate Rd, Folkestone, CT20 2AF. No appointment is necessary. They are open Monday to Friday, 6pm to 11pm. The service is also open on Saturdays, Sundays and Bank Holidays, from 12pm to 11pm. You can call them on 07827 533 871 or email [Folkestone.Haven@hestia.org](mailto:Folkestone.Haven@hestia.org).

[Release the Pressure](#) - text the word Kent to 85258 for 24-hour mental health crisis support via text from trained volunteers or call 0800 107 0160 for free confidential support at any time.

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## Have your say on the Kent and Medway Safeguarding Adults Board draft strategic plan

Residents are being asked for their views on the new Kent and Medway Safeguarding Adults Board (KMSAB) Strategic Plan 2022-2025 which has gone out to public consultation.

The KMSAB is a statutory, independently led multi-agency partnership which exists to make sure that all member agencies are working together to help keep Kent and Medway's adults safe from harm and protect their rights.

The aim of the new plan is to protect and prevent adults with care and support needs from the risk of abuse, or neglect and promote their wellbeing, with all partners working together effectively that the safeguarding system is always improving through shared learning.

The plan focuses on three main priorities:

- Promoting person centred safeguarding (putting adults at the centre of our work)
- Strengthening system assurance (ensuring that organisations are working well together to support adults)
- Embedding improvement and shaping future practice (helping the organisations we work with to keep getting better).

And includes a detailed action plan outlining how these priorities will be met over the next three years.

The consultation is running for eight-weeks and closes on 20 June 2022.

To have your say, please visit [www.kent.gov.uk/safeguardingadultsplan](http://www.kent.gov.uk/safeguardingadultsplan)

The consultation material is available in easy read, large print and hard copy. For any other alternative format, please email [alternativeformats@kent.gov.uk](mailto:alternativeformats@kent.gov.uk) or call 03000 421553 (text relay service number 18001 03000 421553). This phone number goes to an answer machine, which is monitored during office hours.

For more information about KMSAB visit [www.KMSAB.org.uk](http://www.KMSAB.org.uk) or contact [KMSAB@Kent.gov.uk](mailto:KMSAB@Kent.gov.uk).



## New exhibition features artwork made in partnership with staff and patients from KMPT

A new exhibition at The Beane Museum in Canterbury will feature brand new artworks from our staff and patients.

The exhibition called 'A Place of Safety: exploring mental health and asylums throughout time' will take visitors through the history of mental health from ancient approaches to modern day. It will shine a light on the relationship between mental health, artistic practice and the places that make us feel safe.

Kate Richardson, drama therapist helped to deliver a series of creative workshops ahead of the exhibition based on the theme "a place of safety", with patients from across our older adult acute wards being invited along to explore artefacts recovered from St. Augustine's Hospital in Chartham and use these objects as a source of inspiration.

The workshops culminated in poetry, sculptures and visual art being created in response to the group discussions. All the participants enjoyed engaging with the visual art and creating poems as a collective too. At the heart of the project was a person-centred creative approach to recovery and focusing on person-hood not patient-hood.

The exhibition will feature museum objects, work by professional artists and our patients work on display. It will be a celebration of the voices of our wonderful and courageous patients. It is a chance for their work to be honoured and their expressions be viewed with respect and admiration.

For more information, please visit <https://canterburymuseums.co.uk/events/a-place-of-safety/>







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We'd love to hear what you think.

If you have any feedback about econnect that you would like to share, please contact the communications team at [kmpt.communications@nhs.net](mailto:kmpt.communications@nhs.net)

\*unsubscribe

[kmpt.nhs.uk](http://kmpt.nhs.uk)



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