



## HAPPY AUTUMN!

### WELCOME TO OUR FRESHLY TRAINED ACCREDITATION ASSESSORS!

We are so excited to have you with us, we look forward to working with you and getting to know you all better.

### ACCREDITATION VISITS IN OCTOBER AND NOVEMBER

#### The visits are about to restart!

So far have visits booked for:

- 27th October Heart Community Failure Team (Befordshire CHS)
- 4th November Victoria ward (Forensics)
- 7th December Loxford Ward (Forensics)

Too sign up for a visit please respond via email ([elft.qa@nhs.net](mailto:elft.qa@nhs.net)) and let us know which visit you are available for.

#### One Sheet Reminder

We have emailed a one sheet reminder document to all of our assessors, which we hope will be helpful when preparing, during and after an assessment visit.

It also provides our contact details so you have all the information you need in one handy place.

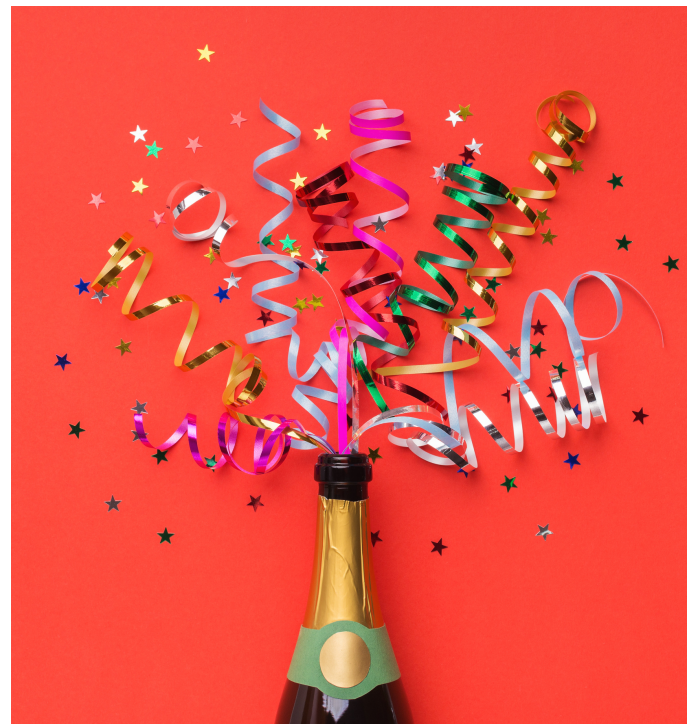
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# MEET OUR NEW QA SERVICE USER LEAD

## MATT PRESTON

Matt came to ELFT in Sep 2019, initially working with PP Newham at various WTGs and co-producing improvement projects for mental health Service Users.

In June 2020 he created the ELFT Creative Magazine, which he continues to edit. You may also be aware of, or maybe have attended the Creative Club Poetry groups Matt hosted during lockdown.

In December 2020 he joined the ELFT Befriending Team as an Administrator, and he will continue to work with the team part time.



"I have seen first hand how Important Service Users are to the way the trust is shaped and evolved and it's something which I've become passionate about in the last 2 years"

Matt is keen to use his experience gained working with the PP team to help empower Service Users in getting their voices and experiences heard throughout the trust.

In his spare time Matt loves all things nerdy, from Sci-Fi to gaming along with being a horror film aficionado.

He's also a foodie, who loves to sample and attempt to cook cuisines from all over the world.

Matt's current projects are learning to bake bread and attempting to cook West African dishes, and we can't wait to try them!

Matt will be a key contact for assessors. We are due to book an Assessors Together session in October, where you'll get the chance to meet him properly.

Date to be confirmed within the next few weeks.

# GOING FOR GOLD

## ADRIAN SABO, WARDOWN CMHT

Wardown CMHT is a very busy team, the largest in Luton and our caseload is very complex. In 2019 we worked intensely on a QI project that helped us implement positive changes, improved our structure of communication with service users and carers, and overall helped significantly improve our service - but I felt our team was still in the shadows, the outside world didn't know about all the incredible work we do every day.

That is why I decided to enroll our team in the Service User Accreditation programme, I had to bring to the surface all the amazing things we do in Wardown CMHT.

### Going through the process.

I was determined to highlight all the good work we do, therefore I made sure to plan our participation in the programme. I delegated the work to different team members depending on capacity, ensuring our clinical work wasn't compromised. We allowed staff protected time to dedicate to this work. We had a nominated person to invite the service users and carers to take part.

The whole team contributed to the self-assessment and I completed the report based on the information we gathered. Everyone in the team had a role in the process, and that led to a boosted sense of morale and trust within the team.



"The Service User Led Accreditation Programme gave us an opportunity to receive genuine feedback and insight into our service. Achieving Gold has been amazing for our whole team"

### We got Gold!

Being awarded Gold was fantastic - finally it was out in the open how hard we work and the difference that we make to people's lives. We are now out of the shadows for everyone to see!

The Service user led accreditation programme gave us an opportunity to receive genuine feedback and insight into our service.

Achieving Gold has been amazing for our whole team - is there a platinum award? We want to reach even further!

Taking part also helped us highlight some areas where we could further improve and make changes. It can sometimes be very difficult as a team to be aware of all the little things that service users notice, this process helped us learn about our service from the perspective of our service users.

# Contacts



Quality Assurance Team [elft.qa@nhs.net](mailto:elft.qa@nhs.net)

QA Micro-site [qa.elft.nhs.uk/](http://qa.elft.nhs.uk/)

Twitter [twitter.com/ElftQA](https://twitter.com/ElftQA)

Service User QA Lead [matt.preston1@nhs.net](mailto:matt.preston1@nhs.net)

PP inquiries [elft.peopleparticipation@nhs.net](mailto:elft.peopleparticipation@nhs.net)

ELFT Services [www.elft.nhs.uk](http://www.elft.nhs.uk)

## Mental Health Crisis Lines

Newham 020 7771 5888

Tower Hamlets 0207 771 5807

Hackney 020 8432 8020

Luton 01582 556 971

Bedford and Mid-Bedfordshire 01234 315 691

Information on Covid-19 [www.nhs.uk](http://www.nhs.uk)  
[www.who.int](http://www.who.int)

NHS 111 Call 111 (24 hours)

Sane Line 0845 767 8000 (6pm - 11pm)  
[www.sane.org.uk](http://www.sane.org.uk)

Samaritans 08457 90 90 90 (24 hours)  
020 7771 5807  
[www.samaritans.org](http://www.samaritans.org)