



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



## Welcome to e-connect!

As we approach the end of August, our main priority remains keeping our sites as safe as possible for our service users, visitors and staff. Your safety and wellbeing is of paramount importance to us and we have worked hard to put in place health and safety measures as recommended by the government. If you are visiting any of our buildings, please remember to use the hand sanitiser available, adhere to our 2m social distancing policy and wear a mask where indicated.

By working together and following these simple steps we can help protect each other and reduce the risk of spreading coronavirus. Further information can be found on our website [here](#).

This month, we have launched our KMPT Awards 2020 (more information below). This year it feels even more important to celebrate the achievements of our Trust as we have seen such dedicated and remarkable strength from our staff, carers, patients and volunteers. Keep visiting our website for more information over the coming months.

Although COVID-19 has forced a number of projects to be placed on hold across the NHS, we are now looking to the future as part of our Recover and Transform plans. Several services are reopening and resuming work as usual and our important projects and programmes are gathering momentum and advancing to new stages. We will keep you updated as we continue to adapt, evolve and improve our services here at KMPT and let you know how you can be involved in our service development too.

In the meantime, we hope you have a restful bank holiday weekend and continue to stay safe.



## KMPT Awards 2020 - nominations are open!

We have officially launched the KMPT Awards 2020! This year, the awards will be held virtually on Thursday 3 December, and they promise to be bigger and better than ever!

We value brilliant care, and know that we have so many brilliant people working tirelessly to achieve our strategy and goals as an organisation. This year we have 19 award categories, including some new awards - Administrator of the Year, Digital Inspiration, Year of the Nurse and Lifelong Achievement.

To mark the Year of the Nurse, we are going to have a special category to recognise and celebrate a member of the nursing team who is truly remarkable and embodies our KMPT values. We have also added the Administrator of the Year, an award dedicated to identifying an administrator who consistently goes above and beyond in their role. Plus the Digital Inspiration Award is destined for a person or team who has developed and embedded the use of new or existing technologies into their service to increase improvement and efficiency.

Our final new category is for Lifelong Achievement, an award which provides us with the opportunity to highlight the life's work of one of our current or past employees, someone who has shown true dedication to the NHS and their field of expertise.

Nominations are open so please [visit our website](#) for the full criteria and nomination form.

[Nominate now >](#)



## Safe Havens have reopened

We are pleased to announce that a number of Kent Safe Havens run by Mental Health Matters have reopened to offer friendly face to face mental health support in a welcoming, safe and comfortable environment.

Safe Havens are open between 9pm and 11pm, 365 days a year and offer out of hours mental health support to any residents of Kent aged 16 or over, including healthcare professionals. No appointment or referral is needed and there is also a 24-hour telephone support line staffed by trained counsellors available.

If you are attending any of the Safe Havens sites please ensure you are following government guidelines and wear a face covering. Any friends and family will be asked to wait outside to ensure social distancing and to limit the number of people inside.

Visit [www.nhm.org.uk](http://www.nhm.org.uk) for further details or click on the link below.

[Find out more >](#)



## Quality Improvement – projects underway

Since April 2019 the Transformation team has engaged with colleagues within and outside KMPT to embed quality improvement (QI) – the ability to look at the current processes and find ways in which they can be made more effective and efficient – in every area of the Trust. KMPT is on a journey to build and grow QI through all of its teams and are looking to staff, service users and carers to tell us about areas in which we could improve and the best way to do this.

One of the projects the team has been working on since January looks at improving antidepressant adherence for depressive disorder patients under the Kent Primary Care Mental Health service.

A pilot, led by Trainee advanced clinical practitioner Albert Botchway, has been very successful with positive feedback from patients, staff and our Board of Trustees. Although COVID-19 has impacted upon the results slightly, we are now finding that nurses who were part of the pilot are routinely offering medication education and counselling to aid adherence of antidepressant medication – which is a huge achievement.

Expect more quality improvement updates over the coming months!



## Our new look PREM launches on 1 September 2020

The trust is committed to understanding how our services are experienced and to use this knowledge as an opportunity to improve. It is vital that each and every one of our patients, service users and their loved ones, are given the chance to feedback their views on the quality of care so we can offer everyone the best possible experience. Every experience counts.

We already have a range of ways for people to contact us and share their views including the PREM (Patient Reported Experience Measure) and the Friends and Family Test question which asks the question 'Overall, how was your experience of our service?'

From 1 September we are launching the new-look PREM, which helps us to hear and respond appropriately to ensure we are providing brilliant care through brilliant people for each person.

The PREM:

- Is available to all patients and service users
- Can be completed by carers on behalf of their loved ones
- Is anonymous and confidential

If you have any questions, please email: [kmpt.patient.experience@nhs.net](mailto:kmpt.patient.experience@nhs.net)

[Find out more >](#)



## Complex Emotional Difficulties – seeing the person behind the diagnosis

People with a personality disorder, just like anyone who has mental health difficulties, can be stigmatised because of their diagnosis. This can attract fear, anger and disapproval rather than compassion, support and understanding, often impacting on the person and causing their condition to spiral.

Clinical lead for the Complex Emotional Difficulties Pathway, Dr James Osborne said: "Personality Disorder is still seen by some as a diagnosis of exclusion, meaning they often feel unsupported and with purely a label."

In January of this year, the Trust held a workshop entitled Inspiring Change and Transforming Attitudes, facilitated by The National Collaborating Centre for Mental Health, which brought together more than 150 people for one day to discuss these aspects of the Clinical Care Pathway including language used around personality disorder and its treatment.

James explained: "We wanted a workshop-style forum where all interested people including service users, carers, clinicians, and commissioners, could talk openly about their experiences of the use of the term personality disorder and consider the naming of the pathway among many other things."

"What became very apparent during the workshop was that people broadly fell into two categories – those who wanted to change the pathway's name and try to move away from the stigma of the diagnosis, and those who were happy with sticking with calling it the Personality Disorder Pathway as it clearly linked it to a recognised diagnosis."

"After discussion and debate we were left with several key phrases including complex trauma, trauma related difficulties, complex emotional difficulties, complex needs and through this, what became quite clear was that people didn't like the term 'disorder'. However, no one clear name emerged as preferred over and above every other suggestion."

Dr Osborne added: "Really, if I am honest, the conversation throughout the workshop became less about whether a change of name was the right thing to do and more about whether that name change would help serve as a catalyst for a change in attitude, something I hear over and over again. On balance, this seemed a good enough reason to change the name and work has now begun to embed the new name of the pathway."

James added: "Our work is only just beginning. My hope from this name change across the organisation is that it prompts discussion and begins a new narrative focused on the person behind the label."

[Read more >](#)



## Working in mental health services – a challenging, demanding but rewarding career choice

Have you thought about a career in mental health services? Would you like the opportunity to walk alongside people and their families whilst they are experiencing mental ill health such as anxiety, depression, dementia and sometimes psychosis?

Our role here at KMPT is to help those that use our services to understand their illness, to treat their symptoms and stay well. We provide not just emotional support but also education and practical support too. Where symptoms remain, we can help service users to adapt and continue to live their lives to the maximum.

We provide a variety of services in various settings including:

- Inpatient wards
- Community teams and clinics
- GP surgeries
- A&E and acute hospital wards
- Service users' homes
- Police stations
- Rehabilitation homes
- Inpatient detox

We employ Health care assistants, Nursing associates, Mental health nurses (RMN), Learning disability nurses (RLND), Occupational therapists, Physiotherapists, Psychologists, Physical health nurses (RGN), Psychiatrists and more.

We also have strong links with the University of Greenwich and Canterbury Christ Church University as well as other organisations and support students and learners in clinical placements from a variety of professional programmes.

If you are interested in a Career in the NHS and would like to know your options with the qualifications you have then [visit the NHS careers page](#) and you can also visit our current vacancies page by clicking on the link below.

[Visit our careers page >](#)



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