



Welcome to e-connect

July began with the NHS' 72nd Birthday – which was marked with a weekend of reflection and celebration. The Saturday was focused on those we have sadly lost during the pandemic, and giving ourselves time to think about the last few months and what they've meant for us and our loved ones. The Sunday was a moment of celebration, to thank our key workers for their dedication and the incredible hard work they have demonstrated. Thank you to everyone who shone a light in their window and/or joined the loudest clap even, marking the NHS' Birthday this year seemed more important than ever! As a Trust we released a video on social media to thank all of our staff for their extraordinary efforts in the fight against COVID-19, as well as all of the people who have donated and supported us throughout. You can watch it [here](#).

As we move through the summer and lockdown restrictions continue to ease, we are aware that many people in our community are still isolated and need to be supported. A lot of services that are normally available, particularly for older adults, via charities and other organisations have not resumed activity. It's so important that we work as a community to keep everyone safe, and with many people still having to live in difficult, isolating and potentially unhappy situations, we all need to help provide that support. If you know someone who may live alone or needs some extra support, please reach out. We can all make a difference.



Keeping safe on our sites

We want to make sure you remain as safe as possible when visiting or working within our buildings. Your safety and wellbeing is of the highest importance to us and we want you to be confident we are doing everything possible to ensure you and your loved ones are being supported in the best possible way.

As part of our response to the coronavirus pandemic, we have put in place health and safety measures recommended by the government to help keep everyone as safe as we can. These include:

- Access to hand sanitisers and antibacterial wipes, in addition to existing cleaning and handwashing facilities
- Risk assessing our buildings to certify sites as COVID-19 secure
- Signage to help maintain 2m social distancing where possible as well as using screens or changes to our office layouts where this is difficult
- Ensuring our staff and visitors wear the appropriate personal protective equipment (PPE) as required within all our buildings including face coverings and masks as directed.

We ask that anyone visiting any of our inpatient units wears a face covering. If you do not have your own, one will be provided in the reception area.

If you begin to feel unwell at anytime before your scheduled visit and believe you may have coronavirus symptoms, you must contact your healthcare professional (or the person you are meeting) and rearrange your appointment. For further information visit the NHS website [here](#).

[Find out more >](#)

News from our BAME family

In our last e-bulletin, you may remember we shared with you about Simon Cook, our Black, Asian, Minority Ethnic (BAME) Chair, attending last month's board meeting to discuss the challenges and needs of our BAME colleagues and patients. Since that meeting, we have been taking steps to further support and celebrate our workforce.

Simon has helped to produce a useful list of books that staff may enjoy reading around the subject of race and ethnicity. Helen, Creators our Chief Executive, immediately committed to purchasing a number of copies and we have begun to circulate 350 copies of each book across the Trust so staff can read, absorb, learn and discuss with each other and patients the important topics covered in each of them.

We thought you may be interested in taking a look yourself, so have included the list below:

- Why I'm no longer talking to white people about race - Reni Eddo-Lodge
- So you want to talk about Race - Ijeoma Oluo
- White Privilege: The myth of a post-racial society - Kalwant Bhopal
- White Privilege unmasked: How to be part of the solution - Judy Ryde

Speaking about her recent purchase Helen said: "Imagine the impact if we focused on reading just one book and then shared that new knowledge with each other trust-wide; we could quickly start to change how we see and think about things."

"For me the books represented a brilliant chance to improve our understanding of what is happening within our local communities too so we can use this to not only empathise but work to part of a complete solution against inequality. The books will be distributed across each of our sites, so please feel free to take a copy and enjoy it. I'd love to hear what you think of them so please get in touch."

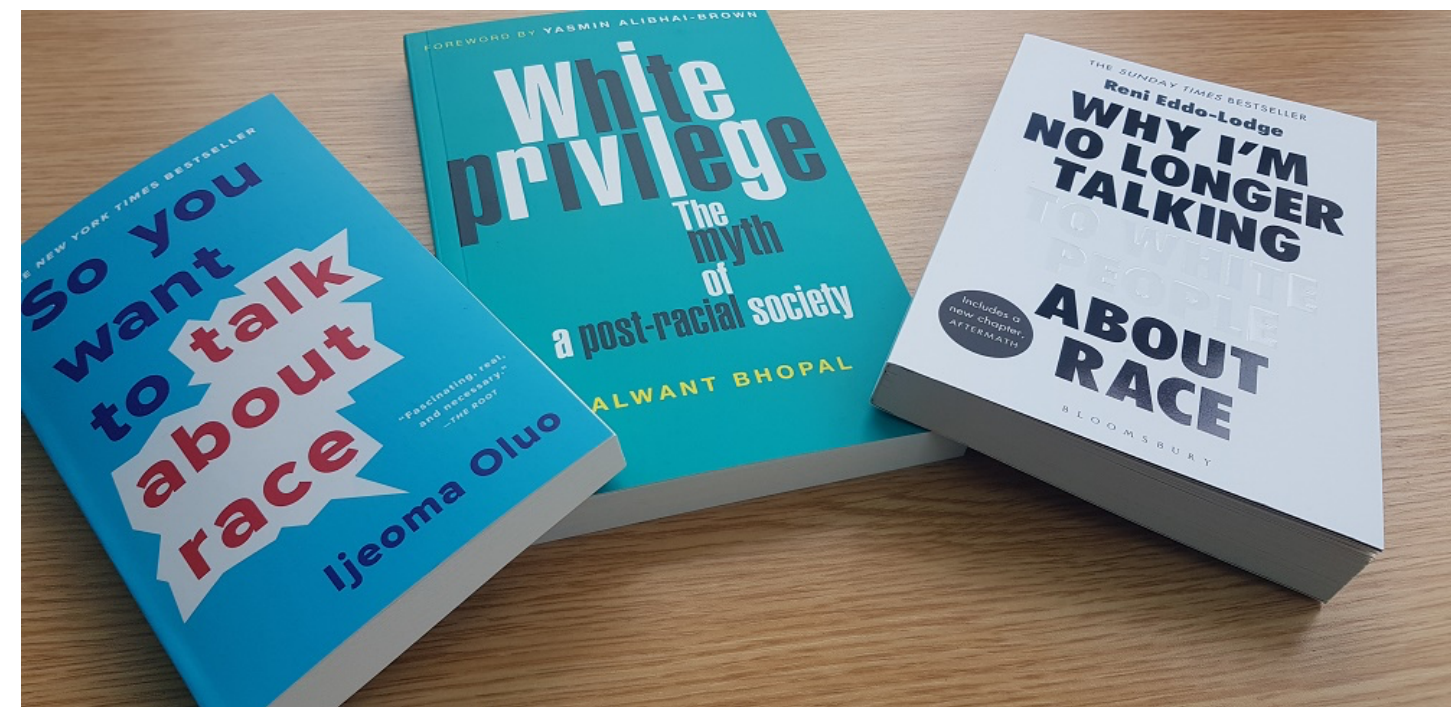
We are really looking forward to seeing their impact and will share with you some of the ways they have helped to facilitate significant change over the forthcoming months.

With the recent training of nearly 30 BAME allies and a number of fellow colleagues standing together in support of our BAME colleagues we are already seeing the real desire to talk, do and act more.

At our St Martins site in Canterbury, a new BAME board has been created by the Crisis resolution and home treatment team (CRHT) to help support staff and patients. Lorna Henderson, Clinical service manager CRHT, east, said: "I think it is important to be united, stand together and make a change. We wanted to create a board that showed this and I hope that staff will use it to stay up-to-date with the latest news and events from the network."

"From agendas for forthcoming BAME network meetings, minutes from previous meetings and information on the range of support provided by KMPT to book recommendations available to staff to read, people will find a plethora of guidance to suit all in one handy place on the ward."

We know that more of our wards will follow suit and through these small changes we can continue our drive to make KMPT a place where everyone feels able to work and be truly be themselves



Service user and carer feedback

During the pandemic, to ensure the care we provide is as safe as possible, we have been using video conferencing to help support service users as well as their carers and loved ones. We would really appreciate your feedback about how satisfactory you have found video consultations as your views will help shape future recommendations.

If you're interested in taking part in the survey, please let us know and we can send you're a link to complete the survey when you attend your next clinical appointment with a member of the team providing your care.

Your participation in this survey is completely voluntary and you can withdraw at any time. It will not affect your care or treatment in any way. Your answers are submitted anonymously and the survey will close on 31 July 2020.

Thank you for your support.



[Find out more >](#)



KMPT's Participation and Involvement Strategy

Just before the pandemic brought lockdown and unprecedented change, here at KMPT we finalised our Participation and Involvement Strategy. This document looks at how we can improve the way we support our patients, carers and volunteers to get involved in projects that help shape our direction and how we improve the services we provide.

Over the next few months, we'll be bringing together all of the key elements to help us create opportunities, training, and support as well as developing a carefully structured process within KMPT for those who want to participate. We will do this in partnership with service users and carers to ensure it's right. We'll keep you updated and of course provide you with more information on the opportunities to get involved.

Keep in touch via e-connect or on social media – links below.



New look PREM to launch from 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 they receive so we can offer everyone the best possible experience - every experience counts.

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

From 1 September, we are launching our new look PREM which will help us to hear and respond to your views to make sure we are providing brilliant care through brilliant people for each person.

The PREM is a really useful feedback tool for us, because:

- It is available to all patients and service users
- Carers can complete it on behalf of their loved ones
- It is available across the Trust and can be completed by patients and service users at any time during their care – at the start of treatment, as part of regular reviews or upon discharge. Whether the feedback is positive or negative, we want to hear your views
- It is anonymous and confidential

For more information about the PREM, please contact: kmpt.patientexperience@nhs.net

[Find out more >](#)



Living with Dementia films

People living with dementia from groups across the UK have worked together to create 22 powerful and moving short films and our own groups, Phoenix: Rising above Dementia and SUNshiners, have been involved in the process.

With funding from The National Lottery Community Fund, the people living with dementia in these films are not just the subjects of the camera's gaze, but its authors. They showcase the myriad of ways in which people are living with dementia – it is their lived experience.

They contain messages of joy, sadness, hope and wisdom and show that while a diagnosis of dementia might be life-changing, it need not be life-ending.

A thread running through many of the films is the power of peer support. All of the groups involved are members of a network of groups of people with dementia called DEEP. Their stories are all different, with dementia in the foreground and background, sometimes at the same time.

So, we invite you to come on into people's inner worlds. You will watch films about memory, stigma, word-finding problems, and difficulties with spatial awareness and perception, intertwined with tales of mermaids, super-powers, music, sleep, horses and poets. Make some popcorn and enjoy!

[View the Living with Dementia films](#)



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Sign up to other newsletters from KMPT and other partner organisations we work alongside to deliver our mental health services.

Kent and Medway NHS and Social Care Partnership Trust, Farm Villa, Hermitage Lane, Maidstone, Kent, ME16 9PH

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

To update your details or change your subscription preferences, please click [here](#)

kmpt.nhs.uk

