

Our Year 2018



Royal Hospital for Neuro-disability

Welcome to the Royal Hospital for Neuro-disability (RHN)



The oldest independent hospital and charity in the UK, founded in 1854 by Andrew Reed. Today we are a charity hospital and research centre caring for adults with complex brain injuries and neurological conditions.

These life-changing disabilities can be the result of a stroke, an accident, a heart or asthma attack or a condition like Locked-in syndrome.

As we believe in looking after every aspect of a person, choice and communication are central to everything we do and all the decisions we make.



From our site in Putney, south-west London, we provide our patients and residents with rehabilitation, specialised long-term care and innovative technologies – all of which work together to provide a full circle of care.

Though levels of ability are different from person to person, we work to provide the best possible quality of life for everyone entrusted to our care.



In addition to being an established specialist in neuro-disability, our charity status enables us to offer extra services and therapies that further enhance our patients and residents lives. These extras include:

- the assistive technologies and devices that allow patients to communicate in person and online,
- our bespoke wheelchair service that makes sure every patient/resident has exactly the right mobility solution for them,
- our Leisure and Families Service who run weekly interest groups, organise trips/holidays and manage our volunteers.



A word from our Chairman and Chief Executive

It has been another year of great progress at the RHN and it's been very pleasing to see the results of some of the important measures outlined in the 2016 strategy headlined 'fix it, then grow it'.

This year, we have worked hard to move forward with our investment programmes in buildings, technology and training and all projects are progressing well.

Our new restaurant, 'Reed's' opened in October 2017, and the new kitchens completed in August 2018 enable us to provide fresh, cooked food daily.

The reception area in our main hospital building, and the staff accommodation block have been completely refurbished and work on our largest project in recent times – renovating Drapers Ward and creating the Therapy Hub is well underway.

We have worked hard to improve our care standards for patients and residents, paying great attention to the small details that make life better for them and their families.

The results of this work were proven after another (smaller) inspection by the Care Quality Commission (CQC), where we received positive observations about improvements to previous areas of concern during the last inspection, therefore our CQC rating remains 'Good'.

In terms of the hospital's operating position, though 2018 was a challenging year we are pleased to

have delivered an operating surplus for the third year running and the good financial news continues, as we congratulate our fundraising team for exceeding their challenging target for the year. The money raised through fundraising makes a vital contribution to much of the hospital's important work and the ongoing capital projects.

And because it's not all work here – 2018 saw one of the busiest social calendars in recent memory. The summer Staff Festival had its most successful programme of events yet, Christmas, Eid and many other cultural celebrations dotted throughout the calendar, as well as staff awards and graduations made this year a memorable one.

We head into the New Year with much optimism, and thank every member of staff for their continual efforts in looking after the patients and residents of the RHN.

Des and Paul
December 2018





Des Benjamin, Chairman

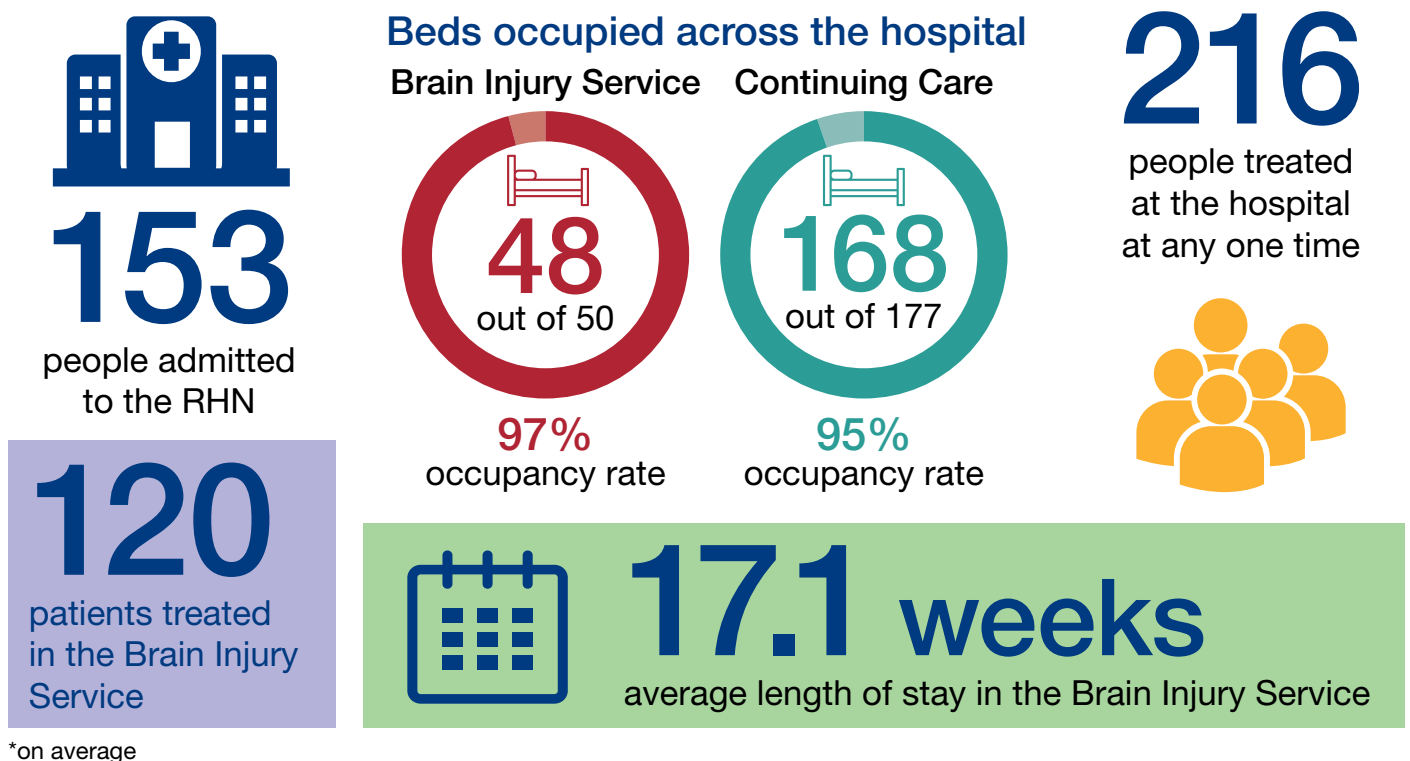


Paul Allen, Chief Executive

2018 in numbers

For adults with complex brain injuries, the RHN is a part of their rehabilitation journey, and for others, it becomes home.

As one of the largest providers of specialist neuro-rehabilitation in the UK our patients and residents come to us from all across the country.



How our supporters helped us in 2018

As a charity, every year we have a fundraising target to meet, in order to provide additional services for our patients and residents. This year's target was £3.25 million, which we exceeded thanks to the continued generosity of our wonderful supporters.

Surpassing this significant target means a great deal, as it secures the additional services that mean so much to the people we care for. They include:

- Occupational therapy art
- Music therapy
- Specific refurbishment projects
- Heritage and research projects
- Nurse escorts and transport for patient/resident outings
- Specially adapted wheelchairs and mobility equipment
- Volunteer training

All of these go towards giving our patients and residents a fully-rounded care experience.

Nurturing nursing excellence with our Putney Programmes

It was an excellent year for our Putney Nurse and Health Care Assistants (HCA) programmes.

Our nurses

Accredited by the Royal College of Nursing to provide 38 CPD hours, our programme for registered nurses was designed to broaden the way they learn about, and develop their skills in caring for the types of patients who have highly complex neurological disorders.

The topics covered in the course include:

- care of patients with prolonged disorders of consciousness caused by brain injury or illness
- pain assessment
- working effectively with families
- clinical supervision
- resilient practice
- end of life decision-making and palliative care
- leadership, mentorship, risk assessment and safety

The full programme is run at the RHN and delivered by nurses with input from a multi-disciplinary team of specialists such as doctors, dentists, psychologists, physiotherapists, occupational therapists, dietitians and speech and language therapists.

We are proud to say that at the end of 2018, 15 nurses have completed the programme, with another 10 due to finish in February 2019. We are also very pleased to announce that the Putney Nurse course is now open to nurses everywhere.



Nurses in the classroom

Our HCAs

Seeing the great results and positive feedback from the nurse programme, the logical next step was for us to develop a version specifically for our HCAs who are also a vital part of the RHN team.

This programme enables HCAs to reflect on their practice and contribution to the healthcare team, expand and deepen their knowledge and skills in caring for adults with highly complex neurological disorders.

Also run at the RHN, the course is delivered by a multi-disciplinary team of nurses, doctors, dentists and psychologists, with additional contributions from art therapists, and other allied health professionals.

Some of the topics of this course are:

- the anatomy of the brain and impact of dysfunction
- end of life and palliative care
- legal and ethical issues
- celebrating and enhancing HCA identity and contribution
- risk management and patient safety
- making sense of anguish and challenging behaviour
- interactions with families in challenging circumstances

After overwhelmingly positive responses and comments from the 44 members of staff who have finished the course, we are delighted to also open the programme to any HCAs who would like the same professional development.



Graduating HCAs

If you would like to learn more about either programme, visit www.rhn.org.uk/putney-nurse-programme or email putneynurse@rhn.org.uk

A patient's story – Teresa Scott

My journey so far

For me, Thursday 7 September 2017 will be etched on my brain forever as the date my life and my family's life changed. This is my journey so far with Guillain-Barre Syndrome (GBS).

Wednesday 6 September was just another ordinary day. I work as an Executive Assistant to the Chair and Chief Executive of a large national umbrella charity in North London. I left the office as usual about 5pm to go and babysit my two grandchildren in East London. We had a lovely evening and I went to bed at 9.30pm. I was feeling fine, nothing was wrong with me, no headache, no cold, absolutely nothing wrong.

I woke the next morning and my legs felt strange. I called for my daughter and she helped me downstairs. Within ten minutes, I couldn't stand or move my legs, I thought I'd had a stroke.

My daughter called for an ambulance which came within eight minutes and they took me to Whipps Cross Hospital. Within 48 hours I was diagnosed with Guillain-Barre Syndrome (GBS) and was completely paralysed from the neck down.

I can't tell you about the next three months as I have no recollection as I was in intensive care, but my son and daughter could, as they sat by my bedside every day. For me, I think nature has a way of making us forget the horrible things in life. During this time I had to be resuscitated twice, I had a temporary pacemaker, my left lung collapsed, I was on a continuous positive airway pressure (CPAP) machine to help with my breathing and I had a tracheotomy fitted.

I can remember being paralysed and unable to communicate with anyone. I could only move my eyes to attract attention. Doctors and nurses would pass by the bottom of my bed and I couldn't make them see me. Apparently I looked like a scared rabbit caught in headlights. They also fitted a tracheotomy but I still couldn't speak. The first time I mouthed words I was speaking so quickly that nobody could understand me.



One thing I have learnt is that lip reading is so difficult/frustrating for everyone. The amount of times I would give up trying to make either a family member or doctor understand me.

As the weeks rolled on, I had to learn how to breathe by myself. I can remember getting really anxious about the CPAP machine being turned off for a few minutes and then as days went on, for a few hours at a time. Over time and with the enormous help of the physios and occupational therapists I began to breathe by myself.

After four months the doctors said I was ready to come to rehab. Initially I said no, but after speaking to my family I agreed rehab was the best place for my recovery.

At the end of December 2017, I came to RHIN and that's when my journey really began.

“ When I arrived I had hardly been out of bed for four months. I couldn't move my legs or arms. I could not stand. Now five months later, I am walking with a Zimmer frame, and with the help of a physio, a walking stick. ”

When I arrived I had hardly been out of bed for four months. I couldn't move my legs or arms. I could not stand. Now five months later, I am walking with a Zimmer frame, and with the help of a physio, a walking stick. This is all due to the fantastic skills of the physios and occupational therapists. They really are first class.

Before GBS happened to me, I would drive past this hospital and not give a thought to what went on inside. How my eyes have been opened!

From the first day I arrived I cannot get over how friendly and helpful everyone was. From the volunteers, the staff in Costa's and Reed's, to the Chief Executive, everyone is amazing. The communication between all teams is truly exceptional, I have never experienced this anywhere else. Everyone involved in our care and recovery knows exactly where we are on our journeys.

We are surrounded everyday by the media telling us all that is bad in the world, but throughout my own personal journey I've been overwhelmed by the good – the devotion of medical staff, of loved ones, of patients themselves and volunteers.

I think many stories at the RHN are going to be similar. One thing we all have in common is that we, our family and our friends have changed. On my journey I have learnt joy and happiness can be found in the darkest of circumstances, and without it I would otherwise never have met such amazing people.



Teresa in the art room

If you'd like to find out more about how we provide rehabilitation for our patients, please visit www.rhn.org.uk/what-makes-us-special/rehabilitation

Founder's Day

On Wednesday 20 June, we celebrated Founder's Day.

Each year, we hold an event to remember and celebrate Dr Andrew Reed who founded the hospital in 1854.

It's a time when the whole hospital community - patients, residents, families, friends, volunteers and staff, come together to celebrate our history and the present day.

It was a great afternoon full of activities inside the hospital and outside in the gardens.

After the heavy rains of the previous year, the sunshine of summer 2018 was very welcome and added to the great atmosphere across the hospital.



Cllr. Jane Cooper,
Wandsworth's Deputy Mayor



Harriet the Harpist



The Black Hat Band



Patients and residents ready for the entertainment



The Chelsea Ballet Company

The RHN Festival

Instead of holding a traditional staff conference, in 2017 we decided to take a different approach and put on the first RHN Festival. It went so well; we did it again!

With four days of workshops, interactive sessions and social activities, there was something for everyone to take part in.

Some of the sessions on offer were:

Workshops

- Music therapy
- Knitting and mending
- Art room open day
- Resilience and mindfulness at work



Activities

- Outdoor yoga
- Sports day
- Bake off
- Eid celebration
- Rounders game



Interactive sessions

- Learning and development
- History of the hospital
- Meet the ward staff
- Ask the Executive



Talks

- Future of the RHN
- Get to know fundraising
- Refurbishing the RHN
- Research progress



Combining therapy with water sports!



Cake judging



Archive photos



Target practice

We can't wait to see what the next festival will bring.



Rounders Teams



Knitting session

Our fundraising champions

As a charity, we rely on donations from wonderful supporters to fund additional services for patients and residents that give them the opportunity to live as fully as possible.

Every year, dedicated fundraisers join up with our events team to raise awareness of the RHN and the work we do. They hold events, take on incredible challenges and make a real difference to the people we care for.

Read about just a few of our 2018 champions...

Virgin Money London Marathon

Team RHN was 18 people strong this year. There were return runners (including former staff member Lolo who ran for the 34th time!) and others taking part for the first time, but they all did an amazing job. Not just by finishing the race, but together raising just over £34,000!

Anna, the daughter of a long-term resident was our highest individual fundraisers, bringing in almost £6,000 of that impressive total.



CD sales

Our long-term resident Dr Richard Bennett aka DJ Hotsox produced and released a CD in 2017. Richard, who has locked-in syndrome, communicates using Eye Gaze technology that allows him to control keys or cells on a tablet-type screen with his eyes.

Using this technology, he built each track, note by note with his eyes. Richard kindly donates all of the proceeds of his CD to the RHN and in 2018 raised £315.62.



Jurassic Coast challenge

A team of family, friends and colleagues from RedSky IT took on the 26 mile trek of the Jurassic coastline in support of one of their own who is a patient at the RHN. Together they raised a fantastic £17,700.



Prudential RideLondon – Surrey 100

The race that takes thousands of cyclists from Canary Wharf to The Mall via Surrey countryside is a serious trial. Our team of 20 conquered the 100 mile ride and raised just short of £17,000. What an amazing effort.

Scottish summer ball

In its 19th year, the ball is always a success, thanks to the tireless team of friends and volunteers who organise it. After another great evening of entertainment, fine dining and dancing, the total raised for the hospital was just over £11,000.

Dedicated to fundraising

Another long-term resident Deirdre Tydd, has been raising money for the hospital for over 20 years, collecting money around the hospital, supporting staff members fundraising for marathons and going out into the community with her donation bucket. Deirdre is a certified superstar and proved this by raising £1,600!



Christmas carol concert

Once again generously sponsored by Nelsons, it was a truly spectacular evening. Consistent RHN supporters Putney High School choir, a cappella group 'Pitch Purple and the

Royal Harmonics beautifully performed a selection of carols. Lance Ellington (Strictly Come Dancing) wowed with two songs and Rose Royce's Gwen Dickey received a standing ovation for 'Wishing on a Star'. One of the most memorable to date - this year's concert raised just under £9,000.

Head to www.rhn.org.uk/thank-you for a complete list.

Gala Dinner

Our biggest fundraising event of the year is the gala dinner, this year held at the impressive UnderGlobe at Shakespeare's Globe Theatre.

Always an enjoyable night, this one was no different and from start to finish, guests were thoroughly entertained.

After a champagne reception, a cappella group the Royal Harmonics performed after which, a hilarious game of Heads & Tails really raised the volume in the room.

In amongst the fun, our Vice President Ruth Maxwell spoke briefly about the importance of our work, followed by former patient Trudi Kemp. Trudi, now an active volunteer and part-time receptionist at the hospital shared her remarkable RHN story with a mesmerised audience.

The evening was brought to a close by the brilliant Ember Trio, the new-age contemporary sting trio formed of a violinist and two cellists.

Our fourth annual gala dinner was a unanimous success raising just over £80,000 for our Leisure and Families Service.

As always we are grateful to the organising committee for all their hard work and Healthcare and Locum Recruitment for sponsoring another memorable evening.



Ember Trio



Gala dinner guests



Royal Harmonics



Paul Allen

What's new at the hospital?

National Cat Awards

Our hospital cat Sox, who came to us last year from Battersea Dogs & Cats home has settled in well and become a real part of the hospital.

Sox was recently shortlisted in the Cat's Protection, National Cat Awards 2018, in the 'Outstanding Rescue Cat' category. Though he fought off some serious competition to make it to the top three, he unfortunately didn't win. We're happy and very proud that Sox was recognised for the joy he's bringing to the RHN, and that makes him a winner to all of us.



Pitch Purple

As a well-recognised fixture in the area, it's important to us that we have an active role in our local community. One of the ways we're doing this is by opening our doors to our 'neighbours', Putney High School.

The school's Pitch Purple a cappella choir performed at the Edinburgh Fringe Festival in August so used our De Lancey Lowe room as their 'boot camp' space to prepare.

They continue to practice and perform at the hospital much to the delight of our patients/residents, volunteers and staff. It's a real treat to hear their voices along the corridor and we look forward to many more rehearsals and unofficial shows.

UKABIF short film award

What happens when an RHN art room technician, assistant and music therapist get together with a group of patients? They win an award!

The UKABIF (United Kingdom Acquired Brain Injury Forum) film awards asked for applicants to submit a 30 second film that enhances the understanding of acquired brain injury.

Working over the summer, the trio (Lauren Nicholas, Kristina Flolo and Bernice Chu) produced an animated film with patient artwork, set it to music composed by a patient and then it was narrated by a patient about what it's like to live with a brain injury.

Our therapy manager Katie Richards said;

"I was so excited to hear that the video won. Using artwork and music composed by our patients they told the story of what it is like to have a brain injury from a patient's perspective. The award was very well deserved and I'm so proud of them for creating such an amazing video."

Congratulations to everyone involved in the video and for the £250 prize money!



Creating a hospital for the future

Completed works

Our Devonshire B ward was given a new lease of life. The redecoration and improvements resulted in brighter and fresher areas which patients are enjoying and truly benefitting from.



Paul opening the ward

Staff accommodation

We are fortunate to have accommodation for staff right onsite and this year it got a well-deserved upgrade.

From April to August, the building was a hive of activity, teaming with tradesmen who refurbished the four bathrooms and 56 bedrooms across two floors.

It's now a much more energy efficient, colourful and comfortable place. Perfect for our hard working staff.



One of the newly renovated bedrooms



Our new reception area

Reception

We were pleased to officially unveil our new reception area in June.

Opened by resident Georgina and ably assisted by our Chief Executive Paul Allen, the refurbished space is now a bright and a much more welcoming space.

The new, larger, accessible front desk is contemporary in design and makes a great centrepiece which complements our grand entrance hall and its beautiful classic details. We're proud that the refreshed area respects our wonderful history but also reflects the modern hospital that we are today.



Reception before the refurbishment

What's new for 2019?

Work on our new Therapy Hub and the renovation of Drapers ward is progressing well and we look forward to unveiling the great new spaces early in the year.

Another part of our transformation plan includes the reopening of Haberdashers House. Set just behind our main building, the newly refurbished, self contained accommodation will house up to 11 young disabled adults with 24 hour nursing care needs.

Research is important to us

Researching the best treatment and care for people living with complex neuro-disabilities, ensures the work we do is always focused on the management and positive outcomes for our patients and residents.

It's also essential to us, that we share our expertise and findings with other professionals in the field.

During 2018 we hosted:

2 conferences

7 open lectures

10 training courses

Our conference on 'Challenging Behaviour Following Stroke and Acquired Brain Injury: Improved Management in Acute Residential and Community Settings was a great success. 71 delegates attended, with some travelling from as far as Scotland, Yorkshire, Manchester and Devon to join us.



New course

Building on our existing training, a new course on Swallowing and Nutrition: Navigating Risk,

Complexity and Ethical Dilemmas has been launched.

New open lecture

We piloted a new format of open lecture - a facilitated conversation amongst healthcare professionals which was very well received.

Following this, we have now integrated it to our regular program and there will be two 'in conversation with' lectures in 2019.



South London Clinical Research Network

A study from our dental department was featured

as one of the 70 research stories in the research network's brochure to mark 70 years of the NHS.

The two-year project led by Ria Prasad (Dental Surgeon) aimed to assess if a new oral care regime would improve gum health, and if so, would the improvement result in a reduction of chest infections in our residents.

It was found that the new oral care regime resulted in significant and sustained improvements in gum health. The number of chest infections, antibiotics given, and radiographs taken were lower in the assessed year and hospitalisations dropped by over 25%.

As a result, oral hygiene practice at the RHN has been adjusted in line with the findings to improve the dental care our patients and residents receive.

PhD congratulations to...

Dr Agnieszka Kempny, speciality doctor who was awarded a PhD for her thesis on 'Characterising brain function in vegetative and minimally conscious states patients'.



Monet Marinas Clinical Nurse Specialist, Infection Control nurse for her MSc in Healthcare associated infection control.

Both collected their qualifications in July at University College London.

Archive development

In 2018 an archivist was appointed to develop our incredible archive, with the long-term goal of making all of our records available to the public.



At the start of the project, the focus was a thorough inventory and creation of a database to enable professional management of the records. We also needed to ensure all documents and objects were protectively stored to safeguard their preservation.

In 2019 our aim is to establish a reader service that will give professional researchers, staff and the public, supervised access to the collection.

Recent publications from the team

Patients with a severe prolonged Disorder of Consciousness can show classical EEG responses to their own name compared with others' names.

AM Kempny, L James, K Yelden, S Duport, SF Farmer, D Playford, AP Leff

NeuroImage Clinical - April 2018

"Neither a wife nor a widow": an interpretative phenomenological analysis of the experiences of female family caregivers in disorders of consciousness.

SM Soeterik, S Connolly, A Riazi
Neuropsychological Rehabilitation - December 2018



For a complete list of publications visit <https://www.rhn.org.uk/professionals/research>

Looking forward to 2019

In 2019 we predict a busy and productive period, as we continue to provide the best care for our patients and residents while working to achieve our seven main objectives.

1

Enhance our patients and residents' experience with continuous improvements as highlighted in the recent CQC inspection report.

2

Complete the renovation of Drapers ward and creation of the Therapy Hub

3

Start the refurbishment of Cathcart and Evitt wards in order to improve and modernise the environment for residents.

4

Recommission the 11 rehabilitation beds in Haberdashers House.

5

Implement an electronic patient records system to enhance record keeping, thereby improving the safety of patients and residents.

6

Focus on the enrolment of newly qualified UK nurses and maintain our overseas recruitment campaign.

7

Rollout the Putney Nurse and HCA programmes to nurses and HCAs from other organisations.

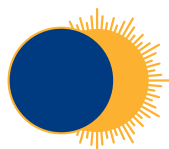
We will also be creating a research strategy which will set out our aims and direction for the next five to ten years.

There is always much to do at the RHN, but as ever, the care of our patients, residents and their families remains a priority, and is at the heart of all we do.

We look forward to what 2019 will bring.

Paul Allen
Chief Executive

Rehabilitation and long term care
for people with complex disabilities
caused by brain injury.



Royal Hospital for Neuro-disability

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