



IMPACT REPORT 2021

HIGHLIGHTS



We officially opened our new, state-of-the-art Adult and Neonatal Intensive Care Units at Chelsea and Westminster Hospital.



New innovations included Artificial Intelligence (AI) algorithms which provide clinicians in ICU with real-time risk prediction for COVID-19 patients and the need for ventilators.

In the calendar year 2021, we have received £6.3m in gifts and pledges from our generous supporters.



We installed our Sky Garden, a dedicated green space designed to support the physical and psychological needs of intensive care patients, their families and our staff.



In September we concluded our year-long celebrations of the centenary of West Middlesex University Hospital and its incredible history with a celebration for staff and service of thanksgiving.



We opened our CW+ Studio – a bespoke multi-functional art and social space where patients can participate in our award-winning Arts for All programme.



We celebrated the second year anniversary of our CW Innovation programme and are now recognised as the official London test and scale site for innovation in the NHS.



Our international PIONEER research study completed recruitment with 502 patients. This innovative study examines the use of medications to provide a transformative approach to treating COVID-19 patients.



We announced the national roll-out of our Neonatal Palliative Care Project, in partnership with True Colours Trust, which will embed palliative care into routine neonatal services across the UK to support babies and families at the most difficult time.



Our online arts platform Virtual Connections has had over 5,000 views with over 200 on-demand videos showcasing a variety of art forms including new content from the National Portrait Gallery and English National Ballet School.

In this calendar year, we reported charitable grants and other expenditure of £5.1m.



Our visual art collection expanded further throughout our hospitals with new commissions and acquisitions, such as this beautiful donated artwork by renowned artist Damien Hirst.



We entered our sixth year of working in partnership with the DigitalHealth.London Accelerator to support the adoption of digital health companies into our hospitals as part of our CW Innovation programme.



We officially launched our transformative mental health programme for young people – Best For You.



We supported Dean Street's Test NOW, Stop HIV campaign to raise awareness of testing, which reached a national audience of 3.2 million people and 1 in 5 men testing for HIV in response.

WELCOME

This year has been another difficult year for us all. Our staff across our hospitals and clinics have continued to work tirelessly to care for our patients and their loved ones in extremely challenging and uncertain times. They have shown such dedication, compassion and kindness and we continue to be incredibly proud to work alongside them and support them, thanks to our generous donor community.

However, this year has also had many highlights and we are delighted to share some of these with you throughout this report.

Thanks to the extraordinary efforts of our community, our COVID-19 Rapid Response Fund continued to be able to support patients and staff, including with health and wellbeing programmes and activities, the vast vaccination programme both at our hospitals and in the wider community, alongside the successful recruitment of over 500 patients to our international PIONEER COVID-19 research study.

We officially opened our expanded and redeveloped Adult and Neonatal Intensive Care Units at Chelsea and Westminster Hospital. These new units are providing world-class critical care services with the

latest state-of-the-art facilities and technology. We also opened our Sky Garden, located adjacent to the Adult Intensive Care Unit which provides a unique, green space away from the ward for patients, their loved ones and staff.

September marked the conclusion of our year-long celebration of West Middlesex's 100th birthday. We organised an intimate church service of thanksgiving for staff followed by a garden BBQ celebration, attended by past and present staff and Sir David Sloman, NHS Regional Director for London.

We also celebrated our second anniversary of CW Innovation with a series of virtual events to showcase the exciting and diverse portfolio of transformative projects. We are incredibly proud to have been recognised as the only London NHS test and scale site for innovation.

We were delighted to welcome our artists, musicians and performers back to our hospitals for the first time since the pandemic began, to entertain and interact with patients on the wards. Our online Arts in Health programme has continued and evolved, enabling patients to engage with our artists remotely.

It has also been a year of achievements. We were thrilled to

win industry awards for our Arts in Health, HIV/Sexual Health and CW Innovation programmes.

November saw us officially launch the digital platform for our mental health programme for young people, Best For You. Together with leading NHS organisations, Best For You will uniquely integrate physical and mental health with community services and digital tools to provide the best care for young people and their families in our community. It is a hugely exciting project which has the potential to completely transform mental health care for young people on a national scale.

We were thrilled to partner with the renowned Saatchi Gallery to present a unique Arts in Health exhibition. *Journeys: The Healing Arts* is a selection of bespoke artworks from our collection and is the first time we have exhibited in a public gallery on this scale.

Yet again, our community has astounded us with their generosity and support over the last year. On behalf of all our patients, their families and our staff we want to say an enormous thank you.

TONY BOURNE CHAIRMAN **CHRIS CHANEY** CEO



CRITICAL CARE OPENING

In June 2021, we officially opened our state-of-the-art expansion and redevelopment of the Adult and Neonatal Intensive Care Units at Chelsea and Westminster Hospital, enabling the treatment of more than 2,000 critically ill adults and babies every year. These new critical care facilities were only made possible thanks to the incredible support of our donors and local community.

We held a virtual opening to celebrate the launch with an audience of over 200 people which also received national and local press coverage.

We invited Ray Connelly to cut the ribbon to officially open the completed Adult ICU. Ray spent six months being treated on the unit in 2020 when he contracted COVID-19. He said: “They saved my life. I’m just so grateful for everything they did for me, they really kept me going and I never felt alone. There was always someone by my side.”

The first phase of the Adult Intensive Care Unit was fast-tracked to open in March 2020 to treat the increased

number of patients being cared for in our ICU due to the COVID-19 outbreak. With construction phases complete, the capacity of the new ICU unit has increased by 45%, allowing the Trust to care for an additional 500 patients per year.

Thanks to Julia and Hans Rausing and other generous donors, we have been able to develop world-class ICU facilities with a first-of-its-kind patient-led approach to care. The new unit aims to significantly improve critically ill patients’ recovery and wellbeing by creating optimal healing environments and incorporating the latest innovations and digital solutions that can be personalised to reduce anxiety, pain and stress.

The design of the unit is based on extensive research with the acoustics, lighting, layout and furnishing having all been selected for the patient’s brain, body and senses to rest and heal more effectively. The patient-focused environment includes media screens to enable engagement with our Arts in Health programme and contact with family and friends, noise-reducing equipment, and the latest sensor technology to monitor patients’ health, progress and environment.

We were thrilled to win Best Interior Design Project at the Building Better Healthcare awards for our Adult Intensive Care Unit.

SKY GARDEN
Adjacent to the new ICU, we have created a bespoke indoor botanical Sky Garden, designed by award-winning landscape designer and CW+ Artist in Residence, Jinny Blom.

The Sky Garden brings the outdoors in, supports the cognitive function, wellbeing, and rehabilitation of patients in intensive care. The Sky Garden is one of only two green spaces in the UK designed specifically to incorporate the physical and psychological needs of intensive care patients and their families. The garden was developed through consultation and design workshops with former patients and ICU staff. There are multiple zones, including a rehabilitation space, a sociable space for conversations as well as quiet areas with staff sleep pods and a space where a patient can be brought on their bed and spend precious private time with their family.

We were delighted to win an NHS Forest Award for the Sky Garden as an innovative green space.





CRITICAL CARE OPENING

Our new Neonatal Intensive Care Unit (NICU) was officially opened by 3 year old Theo and his parents Kataya and Richard. Theo spent the first six months of his life in NICU after being born at 23 weeks.

Kataya said: “The NICU team not only saved my son on multiple occasions, but they really helped me and my husband bond with him as mum and dad. This is hard to do with a 700g baby covered in wires and tubes. We are so pleased that the new

facilities are going to help even more babies and their families.”

The NICU has expanded by 40% providing specialist care to 150 more babies every year, as well as providing better clinical space and family facilities.

The new NICU unit - made possible thanks to charitable support from the Khoo Teck Puat UK Foundation and other generous supporters - has expanded to increase not only the number of cots but also provide additional space and privacy around

each one – so staff can treat babies with their parents close by, while also reducing the risk of infection, to which premature babies are particularly vulnerable.

The unit, designed to offer a ‘home from home’ environment, is equipped with the latest technology to facilitate improved healing conditions for babies including adaptive circadian rhythm lighting, which matches the needs of human biological cycles and can be individualised for each baby.

Sophie’s and Louis’ story



Sophie caught COVID-19 when she was 29 weeks pregnant and ended up in intensive care at Chelsea and Westminster Hospital, where her son Louis was born by emergency caesarean section two days later. Louis weighed just under 3.5lbs and spent the first eight weeks of his life in our newly opened Neonatal Intensive Care Unit (NICU).

During this particularly challenging period of the pandemic, strict rules permitted visitors into the hospital. The first time Louis met his Dad, Stuart, he was 15 days old. Separated immediately at birth and subsequently sedated and ventilated in ICU, Sophie first met her baby boy when he was three weeks old.

Six weeks later, Sophie and Louis were able to go home. Sophie says: “I cannot thank the amazing teams at Chelsea and Westminster Hospital enough – they literally saved our family. I am so grateful that Louis and I were not only able to benefit from the new, state-of-the-art facilities, advanced technologies and innovative approaches to care, but that we were also looked after by such incredible nurses and doctors. They helped us at every step of the way including keeping us updated when we couldn’t see Louis in person to showing us how to bathe him before we were discharged. Thank you to everyone who donated to make these units what they are today – you helped save our lives.”

COVID-19

Over the past eighteen months, we have focused on supporting the Trust’s incredible efforts to care for our communities during the COVID-19 pandemic.



Our communities have gone above and beyond to support our COVID-19 Rapid Response Fund, set up in March 2020. This enabled us to respond to the urgent needs of our patients and staff, providing new equipment, the latest technologies, and essential support for staff’s mental and physical wellbeing, including Mental Health First Aid training, and wellbeing hubs equipped with sleep pods, refreshments and charging stations.

A huge thank you to all the individuals, organisations and companies who have donated gifts in-kind, ranging from snacks and hand creams to microwaves and massage chairs – your support has made such a difference to our frontline staff who have worked tirelessly throughout the pandemic.

Our fundraising efforts have also supported vital innovation and research into COVID-19. Our PIONEER study, which aims to prevent patients with mild to moderate COVID-19 from becoming seriously ill, has now completed recruitment with 502 patients. PIONEER examines the use of medications that have already proven efficacious and safe in the treatment of other diseases to provide us with a transformative new approach to treating COVID-19 patients. Our

position as a leading national and international centre for research has been strengthened with the Trust playing a key role in other COVID-19 clinical trials including RECOVERY and NOVAVAX.

Over the past 10 months the Trust has also been leading on the vaccination roll-out, with staff working at pop-up vaccination centres at Westminster Abbey, the Science Museum, Brentford Fountain Leisure Centre and vaccine buses across London. These vaccination hubs have proved hugely successful with thousands of visitors daily, and staff and visitors alike have enjoyed viewing prints from the CW+ art collection whilst being vaccinated.



BEST FOR YOU

Our Best For You programme has advanced rapidly this year in response to the growing numbers of young people requiring urgent mental health care.



The COVID-19 pandemic has caused a steep rise in numbers of young people affected: 1 in 6 children and young people aged 5-16 are likely to have a mental health problem but only 25% receive the treatment they need.

Based initially in North West London, Best For You is a transformative new approach to mental health, which for the first time, integrates specialist medical and mental health care with community services and digital tools to provide comprehensive, rapid and long-term care in a way that best meets the needs of the individual and their family.

Patients will be quickly and seamlessly assessed, transferred and treated, and then supported long-term with links to relevant

community organisations to reinforce accelerated recovery and rehabilitation.

We are working with multiple stakeholders to ensure all touchpoints for young people in mental health crisis – including online, schools, GPs, A&E, peers, parents – are equipped to help children and adolescents access the Best For You service to receive the specialist care they need for as long as required.



Best For You is a collaboration between CW+, Chelsea and Westminster Hospital NHS Foundation Trust, Central and North West London NHS Foundation Trust and West London NHS Trust.

The Best For You first-of-its-kind model of care is being developed in collaboration with young people and their families and comprises of:

- ▶ **A new digital platform** (www.bestforyou.org.uk) has been fast-tracked to provide a much-needed and widely accessible online port of call for young people and families, and includes the best digital aids and apps, and ‘digital prescribers’
- ▶ **Day services** will launch next year to provide a space for young people and their families to get immediate mental health support without needing an appointment including outpatient clinical care, therapies and family support. The day services will connect with the inpatient service and community services to ensure patient experience is not fragmented but instead joined-up and available long-term to support recovery and ongoing wellbeing.
- ▶ **Community services** will bridge the gap between the clinical and community setting. Innovative partnerships with the private sector, schools, community groups, crisis services and digital services will ensure comprehensive and personalised care is optimised and, critically, available for as long as required.
- ▶ **A Young People’s Rapid Assessment Unit** staffed by a multidisciplinary team will integrate, for the first time, medical care with mental health care to quickly and seamlessly assess, transfer and treat young people requiring help. Currently, the treatment of a young person in mental health crisis draws a line between physical and mental health assessment.

The effectiveness of Best For You is being measured by Imperial College and North West London NIHR Applied Research (NIHR) Collaboration with a view to being able to test, template and share the new model across the NHS.

Best For You Launch Event

In November, we officially launched Best For You via a live, virtual event, which also received broad press coverage including BBC London Radio. The event coincided with the launch of the new digital platform, the first phase of the Best For You programme to go live.

The event was opened by Aaron, who talked about his experience of mental health difficulties as an adolescent, and then the audience was taken on a virtual tour of North West London to hear from a parent, clinicians and community partners who explained how the four elements of Best For You combine to provide holistic, consistent and long-term care. You can watch a recording of the launch event on www.bestforyou.org.uk, which also includes an animation that succinctly summarises Best For You.



THANK YOU

We are extremely grateful to all our supporters who have made our work possible over the last year, including our anonymous donors, those who sent in gifts-in-kind, or delivered them to our hospitals in person. We would particularly like to acknowledge the following:

The Aitken Family Charitable Trust
Team Amara
Arts Council England
BB Energy Foundation
The Bernard Lewis Family Charitable Trust
Sarah Bowles
Patricia Brolly
Burdett Trust for Nursing
C.G.Hacking & Sons Ltd Charitable Trust
John and Kate Carrafiell
The Drayson Foundation
The Dr. Mortimer And Theresa Sackler Foundation
Maryam, Ed and Alex Eisler
Dr Laurent Ganem
Gilead Sciences Europe Ltd
Golden Bottle Trust
Gurdwara Sri Guru Singh Sabha, Hounslow
The Peter Harrington Foundation
Alex Henderson
The Hepburn Family
The Hill & Pessoa de Araujo Families
Blitz CrossFit Gym
Kennedy Wilson
Kensington, Chelsea & Westminster Chamber of Commerce Ltd

The Khayami Foundation
Kasim Kutay
Catherine Lester
London (Acton) Lions Club
MAC Aids Fund
Begum Nahid Iskander Mirza
The National Lottery Heritage Fund
NHS Charities Together
Octane Capital Ltd
The Paul Cottingham Trust
Pears #iwill Fund
Leon and Lucy Pickering
Prettysac Ltd
Sam Rees and Michael Raper
Suzanne Reisman
Reuben Foundation
Right to Thrive London Grants
Rosetrees Trust
Antonio Rüdiger
The Sackler Trust
The Sedler Family
Southwark Bereavement Services
St Nicholas Fund
Maria Sukkar
David Taggart
Tavolozza Foundation
Martin & Katy Thorneycroft
TLK Kington Oliphant of Gask's Trust
The True Colours Trust
ViiV Healthcare
Jonathan and Georgia Wallach
The White Family
Sol Umer

GIFTS IN WILLS

Dr Robert Monro Black
Helen Maria Harrower
Julie Hallows
Jean Evelyn Baldwin

THANK YOU TO OUR FUNDRAISERS

We are extremely grateful to all the people who have stepped up to fundraise for us this year, taking on challenges and bringing together our communities to support our hospitals.

After being cared for at Chelsea and Westminster Hospital's Burns Unit, dancer and burns survivor Abbie Quinnen raised over £2,000 in August 2021 by running the London Landmarks Half Marathon alongside AJ and Curtis Pritchard.



We were delighted to be selected as David and Georgia Tennant's chosen charity in February 2021 for a fundraising campaign with non-profit organisation The White Curl. The cast of BBC's Staged, including David Tennant and Michael Sheen, raised over £14,000 for us with a limited-edition sale of stationery, t-shirts and tote bags they designed.



Ariana, aged 6, and 27 of her friends ran the Ealing Mini-Marathon in memory of her little sister, Amara. 'Team Amara' raised an amazing £13,000 which will go towards maternity bereavement services at West Middlesex.



In 2021, six year old Eddie was diagnosed with T-ALL, an aggressive form of leukaemia. He has undergone extensive treatment and thankfully his prognosis is good. In Eddie's mums words "Eddie is a super hero and words can't describe how proud we are of him." The family have been fundraising and have so far very generously donated £21,500.



Sol Umer was the first patient treated for COVID-19 in our new Adult Intensive Care Unit at Chelsea and Westminster Hospital. He made a fantastic recovery and in September 2021, he did the London to Brighton bike ride, raising over £3,000.



Jonathan Wallach ran the Marathon des Sables in October - 6 marathons in 7 days in the Sahara Desert - raising over £30,000 for a state-of-the-art incubator at Chelsea and Westminster's Neonatal Intensive Care Unit, where his daughter India was cared for last year when she was born at 28 weeks, weighing only 2.5lb. India is now a thriving one year old.



Maryam Eisler, Maria Sukkar and Shirley Elghanian, and award-winning photographer David Taggart created Republic of YOUmanity, selling limited edition prints of Taggart's photographs raising over £30,000 for our Arts For All programme. This initiative was generously supported by the YOUmanity Charitable Organisation.

100 YEARS OF WEST MIDDLESEX

Throughout 2020-21, we celebrated the centenary of West Middlesex University Hospital.



With in-person events restricted due to the pandemic, we have been showcasing elements of West Middlesex's fascinating history on our website and social media, including old photos and stories as well as accounts from current West Middlesex staff on their experiences working at the hospital during the pandemic.

Thanks to funding from the National Lottery Heritage Fund, CW+ Heritage Officer Celia Halsey is also leading on the creation and installation of an onsite heritage exhibition, uncovering details from our archive photos and documents to share with staff and visitors.

On 17 September 2021, we marked the end of West Middlesex's extraordinary 100th year with a special service at All Saints Church in Isleworth and a celebration BBQ for past and present staff. We were delighted to be joined by Sir David Sloman, NHS Regional Director for London at this event.

The COVID-19 pandemic not only highlighted the unique community spirit surrounding West Middlesex

by triggering a local outpouring of donations and support, it also catalysed an acceleration in innovation and digital advancement. Thanks to the largest capital investment ever made by the Trust, extensive developments are due to commence on the West Middlesex site to create a state-of-the-art Ambulatory Diagnostic Centre including transformative renal and oncology care.

We will continue to transform the hospital environment and experience for patients, their loved ones and our staff through supporting the renovation and refurbishment of various wards and departments. This will include creating a dedicated outdoor garden space for our hardworking staff to relax and enjoy.

During this milestone year – one that has profoundly changed the way our hospitals and health systems care for our patients – we remain steadfast in our commitment to supporting West Middlesex University Hospital in becoming a centre of excellence and an anchor site for the whole community.



CW Innovation AND GRANTS

CW Innovation, led jointly by CW+ and Chelsea and Westminster Hospital NHS Foundation Trust, launched two years ago to identify, embed, test and scale high-impact innovations that improve patient care, patient experience and the way we run our hospitals.

This year, the CW Innovation programme has gone from strength to strength, with a growing portfolio of innovative solutions and models of care that: harness digital healthcare, AI and machine learning to dramatically improve patient care; deliver patient-centred care in a way that fits with their everyday lives; and create environments that promote wellbeing and foster

healing by incorporating new technologies, architecture and design to transform the patient experience.

We have advanced at pace in response to the pandemic and introduced a range of digital systems and platforms into our day-to-day functioning to help us continue to deliver safe, consistent and high-quality clinical care whilst helping to make things easier for our patients.

We are committed to maintaining this momentum in innovation, research and discovery catalysed by the pandemic and we look forward to leading from the front in this new era of progress, challenge and change across the NHS.



Highlights of the CW Innovation programme this year include:

- ▶ **DBm-Health**, a mobile app codeveloped with partner Sensyne, enables patients with diabetes to remotely monitor blood glucose levels while allowing clinicians to stay in regular contact with them
- ▶ Our **eye-tracking technology** uses AI to monitor the eye movement of patients, facilitating early detection of delirium in ICU
- ▶ We have tested and scaled **ISLA technology** across North West London which enables patients to conveniently and securely share digital images of skin conditions with clinicians
- ▶ Our innovative **Mum & Baby app** has become one of the top three women's health apps in the UK, and is now being adopted nationwide, covering around 25% of all Local Maternity Systems in England
- ▶ **ThermaFY Protect** was codeveloped with the Trust to install automated temperature scanning stations at both hospitals to help reduce the spread of infection
- ▶ We launched the UK's first digital platform for colorectal patients that supports clinicians to tailor treatment to individual needs and improve quality of life
- ▶ The Trust's unique **Acute COVID app**, designed to provide an easily accessible, one-stop information resource for staff, is now available across the NHS
- ▶ We are expanding our partnership with **Skin Analytics** to carry out an economic assessment of **DERM AI**, the unique diagnostic aid which aims to safely reduce delays in skin cancer detection and treatment
- ▶ We're trialling mixed reality **HoloLens glasses** in training scenarios whereby the consultant live streams from their glasses in video format direct to the student's computer

CW Innovation Second Anniversary

As part of CW Innovation's second anniversary we held a virtual event with The Rt. Hon Sajid Javid MP, Secretary of State for Health and Social Care, and Professor Tony Young, National Clinical Lead for Innovation, NHS England.

During the event, the Secretary of State spoke about our flagship innovation programme and said: "It's clear that you're setting the standard, not just for the NHS, but for the whole tech sector." A recording of the webinar is available to watch on our website.



Neonatal Palliative Care Project

In partnership with the Trust and the True Colours Trust, we launched the national roll-out of our pioneering regional Lead Nurse for Neonatal Palliative Care Project in March 2021, after a successful five-year London pilot.

Spearheaded by Alex Mancini, who has become the country's first National Lead Nurse in Neonatal Palliative Care, the project will be replicated in other neonatal Operational Delivery Networks across the UK to train and develop the neonatal workforce in this unique field.



National Clinical Entrepreneur Programme

We are delighted to have been selected to join the NHS Clinical Entrepreneur Programme, which nurtures healthcare innovators from across the country and helps them gain the commercial skills, knowledge and experience to make their ideas become a reality.

We will be the only London NHS Trust partnering with the Clinical Entrepreneur Programme, which was founded in 2016 and has become the world's largest entrepreneurial training programme in healthcare.



Staff-led Innovation

RADICAL was our first Rapid Adoption Innovation Call open to all Trust staff. The winner was announced as FibriCheck, a smartphone atrial fibrillation testing app proposed by Consultant Cardiologist Sadia Khan and Pavidra Sivanandarajah.

Thanks to generous support from the Rosetrees Trust and Kusuma Trust, all of our finalists were awarded funding including runner up, Brent Bartholomew who will be trialling the use of Microsoft's Hololens glasses across our hospitals, enabling medical students to remotely stream into clinics.



DigitalHealth.London Accelerator (DH.LA)

CW+ is a founding partner of the DigitalHealth.London Accelerator (DH.LA).

Now in its sixth consecutive year, the programme has supported some of the biggest and most effective digital innovations now being used by the NHS, including Patchwork Health, DrDoctor, Lumeon, MeeTwo, ISLA and Skin Analytics, which were all trialled at Chelsea and Westminster.

In November, we were part of their fifth birthday celebrations and were delighted to take over their Twitter profile for the day to showcase some of the amazing innovations that have come through the programme.



Biobank

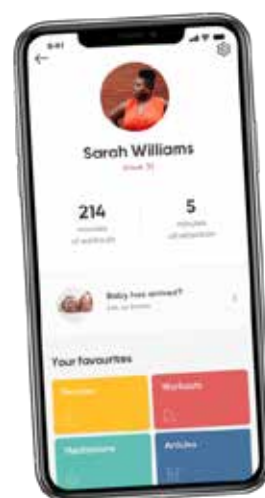
We have funded the creation of a biobank of reproductive tissues taken at different stages of pregnancy and labour. This is the first step in an integrated collection of samples starting in pregnancy and moving into childhood, eventually spanning the life-course. Success in this project will prove that we can collect, process and subsequently analyse samples to understand the processes of term labour. The next step will be to replicate the project in preterm labour to understand its aetiology and ultimately find novel treatments to manage the problem.



Biamother antenatal exercise programme

We have funded a pilot study to determine whether an exercise programme can be included in routine antenatal care. Antenatal exercise programmes reduce the risk of gestational diabetes, high blood pressure, depression and Caesarean Section (CS). However, despite these benefits, exercise has not been included into routine antenatal care.

Information will be collected on the acceptability, adherence, the practicality of delivering the programme in the NHS and potential health economic benefits. Rates of gestational diabetes, high blood pressure, depression and CS will be determined.



Trust volunteer programme

We were delighted to fund the Trust volunteer programme which enabled the team to recruit 900 volunteers across the Trust.

During the height of the pandemic, the volunteers were invaluable, helping to distribute the many donations of food, drinks and toiletries to staff. They also helped patients keep in touch with their loved ones whilst visiting was strictly limited.



COVID-19 Rapid Response Fund

We continued to award funding to help support our staff and patients in the pandemic. We funded arts and crafts activity packs for patients, meals for staff working on COVID-19 wards, and supporting staff with their mental health and wellbeing, more mobile tablets for patients to be able to communicate with their families. We also funded a project led by the Cardiology team to research the recovery experiences of individuals diagnosed with COVID-19 in hospital. Further funding was awarded for 'Air Things' environment sensors to record air quality, sound and temperature data for the Intensive Care Units at both our hospitals. Offering comparative data of different ward environments and essential environmental data and management for staff, aiming to reduce the spread of COVID-19.



ARTS IN HEALTH

Our Arts in Health programme is a central part of our work at the Trust, encompassing visual art, participatory workshops and performances, film screenings at the CW+ MediCinema, our design and environment programme to enhance clinical and non-clinical spaces, and more.

Underpinning all of our work is an objective to grow a robust body of evidence that clearly demonstrates the impact on patient outcomes, care delivery and cost effectiveness of these programmes and enhancements. We work with a group of academic partners on project evaluation and, through the dissemination of our findings, are now collaborating and sharing knowledge with sister organisations in Japan, Korea, Australia, Europe and the US. This year we also participated in an online event with the Ottawa Art Gallery and Ottawa Hospital, Canada.

We also continue to support several novel research projects exploring the impact of arts in health. Current projects include a collaboration with Queen Mary University on a new musical instrument used with stroke patients, and a study with Imperial College London examining the effect of music listening on adult patients in critical care.

CW+ Studio

This year, we celebrated the official opening of the CW+ Studio, a bespoke multi-functional art and social space at Chelsea and Westminster Hospital, which welcomed its first patients in April 2021 as part of our award-winning performance and participatory programme Arts for All.

Construction on the CW+ Studio was completed in March 2020 and the space was equipped to become a hub of cultural activity for the hospital community. However, at the onset of the pandemic, our in-person participatory arts programme moved online, and the CW+ Studio was temporarily transformed into a wellbeing hub for staff at Chelsea and Westminster Hospital, open 24 hours a day and providing a welcoming environment for staff to relax, reflect and refuel.

The CW+ Studio was designed and built according to accessibility and

design principles set out in the CW+ Design Standards Guide, as well as those governing good practice in building better environments for patients and staff.

As we emerge from the pandemic, the CW+ Studio will initially launch with a hybrid programme of online activities and events alongside small, in-person participatory events to help maintain and improve the wellbeing of the hospital community and beyond. This will include collaborating with both local partners and clinicians to offer wellbeing opportunities, information workshops and drop-in clinics.

“Our ambition is to offer the best possible care during a hospital admission and to support people to stay well in their communities once discharged, by fostering healthy ageing and encouraging social engagement. With the bespoke CW+ Studio

space, we are able to deliver an engaging, inclusive, active and connected programme that will have far reaching health and social benefits for participants and the communities in which they live.”

Trystan Hawkins, CW+ Arts Director



ARTS IN HEALTH

Arts for All

We continue to offer our participatory arts programme Arts For All via in-person sessions at both hospitals, and through our online platform Virtual Connections. In March 2021, after twelve months of remote delivery, the easing of restrictions allowed for the partial restart of ‘in-person’ participation workshops by Arts For All artists at our two hospital sites.

“Quite simply, it’s great to be back on the wards because it’s such a fulfilling thing to do. Having positive interactions (musical or otherwise) with people, be they patients, staff, or visitors, is a wonderful rewarding way to spend time.”

- Adrian Garratt,
Arts for All violinist

Alongside in-person activities, our Virtual Connections programme is still growing with over 200 on-demand videos, and new content from our partners including the National Portrait Gallery, English National Ballet School, London Art Studies and Chelsea FC Foundation. New evaluation methods were introduced for the Virtual Connections programme in December 2020, which show that the programme has been accessed

by over 2,500 inpatients at our hospitals this year. In addition, online feedback forms show that 85% of respondents rated the Virtual Connections videos as ‘good’ or ‘very good’, and 73% said they felt better or much better having watched the videos.

“Professionally presented in a calming manner, keeps your attention.”

“This is an excellent programme and I would be interested to see it across more hospitals.”

As well as the pre-recorded videos of the Virtual Connections programme, we have also continued to develop live video concerts over Zoom with resident musician and researcher Andy Hall. One of the ICU clinical psychologists commented:

“I have thoroughly enjoyed Andy’s Zoom performances on my lunch break. It was a welcome distraction and lifted my mood during a busy time. I have also seen the positive impact his performances have had on our patients. To see a patient clapping and mouthing along to his music, after a long admission in our ICU, was very touching!”

We also put together 600 bespoke activity packs for patients across both our hospitals to enjoy during the pandemic. These packs included colouring books, puzzles, whiteboards and markers for communicating with ward staff, headphones for listening to music, stencils, and cross-stitch kits. Another 1,325 activity packs were contributed by some of our resident artists and partners, many of which were created to use alongside the Virtual Connections bespoke videos.

We were delighted to win Best Collaborative Arts Project/ Performance at the Building Better Healthcare Awards in November, for our pioneering Virtual Connections programme.



ARTS IN HEALTH

Design and Environment

Our Design and Environment programme creates works that are tailored to meet the needs of our hospital audience. We work with renowned partners who specialise in health, technology and environmental design, to address the factors which create the optimum healing environment. These include temperature, lighting, acoustics, air quality, closeness to nature, wayfinding, privacy and the arts and technology.

Significant improvements to the design and environment across both hospitals have been made this year, ranging from complete ward refurbishments to new artwork commissions and installations.

Across all clinical and non-clinical spaces, we strive to enhance our hospitals to provide an outstanding healing environment, reducing stress and anxiety for patients and staff to improve wellbeing and outcomes. Key transformations and partnerships include:



Our new Sky Garden adjacent to the adult ICU at Chelsea and Westminster Hospital, which provides a calming escape into nature for patients, relatives and staff.



We installed new Nature Displays by photographer Charlie Waite, in partnership with Nature Works In Health for the ICU at Chelsea and Westminster Hospital.



The installation of the latest sensor technologies in the new ICU at Chelsea and Westminster, monitoring air quality and noise levels in each patient bed area – this has been mirrored at West Middlesex's ITU.



Our commission with Andy Burgess and the Cynthia Corbett Gallery to create bespoke artworks for the new NICU at Chelsea and Westminster.



We have installed several acquired and donated artworks, including works by Laila Shawa, Joe Tilson, Liam Mertens and Henry Kenyon.



Our residency with Carlos Penalver for the Therapies department and Best For You.



The commencement of our Drawn In Residence Series II project, working with Anouk Mercier and artists from UWE to observe and draw the everyday working life of the hospital, particularly following the impact of COVID-19.



Our new Fulham Road window display, showcasing our Arts in Health Programme, our art collection and project spotlights.



Artist and painter Sarah Beck Mather designed a body of work which we installed across the Emergency Department at Chelsea and Westminster, combined with a refurbishment of the Resus Relatives Room, featuring lightbox artwork by Brian Eno.



We completed the installation of adult and paediatric mental health rooms at West Middlesex's Emergency Department.



Working with the sexual health team, Yinka Ilori MBE designed unique colourful vinyls to be installed across the St Stephen's Centre.



We have continued to work with Supermundane on the designs for the children's department at West Middlesex, part of our Sun and Stars Appeal.



We have delivered a number of projects for paediatrics areas, including Lottie Hall for Cheyne Child Development, Tigerplay for NICU waiting area and Quentin Blake and Ana Jaks for Children's Therapies.

ARTS IN HEALTH

Journeys: The Healing Arts at Saatchi Gallery

We are delighted to have partnered with Saatchi Gallery to present *Journeys: The Healing Arts*, a brand new, free exhibition which opened to the public in November and will run until January 2022. This is the first Arts in Health exhibition at the gallery and the first time we have exhibited artworks from our collection on this scale within a gallery setting.

Saatchi Gallery, located just one mile from Chelsea and Westminster Hospital, first partnered with CW+ in September 2021 when the gallery shared virtual access to the renowned exhibition 'JR: Chronicles'. The hospital community could virtually visit the exhibition online and via patient bed-side screens as part of our Virtual Connections programme, which was created in 2020 in response to the pandemic when our in-person participatory activities had to stop.

Journeys: The Healing Arts exhibits a selection of bespoke artworks from our art collection, commissioned to enhance the environment and improve patient outcomes. Over 20 artists' work features in the exhibition and explores the different communities and stories that make up Chelsea and Westminster Hospital NHS Foundation Trust.

This unique exhibition explores the journey from traditional drawn artworks through to innovative digital and screen-based pieces, including a new commission created by musician and artist Brian Eno. Many of the drawn artworks capture life in the hospital during the pandemic and are a visual representation of the way the hospital and its communities changed so dramatically. The exhibition also explores the place that both these mediums have within the hospital community and displays art that reflects care, support and recovery.





HIV AND SEXUAL HEALTH

As part of our work to improve and enhance patient care across the Trust, we are working with HIV/sexual health services at both our hospitals, and specialist clinics to make care, education and support accessible for all.

COVID-19 Research

Over the last year, our HIV and sexual health teams have been heavily involved in the fight against COVID-19, including trials of vaccines and antiretroviral drugs, testing, and the vaccination roll-out. The rapid development of COVID-19 vaccines and antiretroviral therapies would not have been possible without the innovative breakthrough treatments developed through HIV research and discovery.

Test NOW, Stop HIV

56 Dean Street's Test NOW, Stop HIV campaign to raise awareness of testing (specifically home testing) went national reaching an audience of 3.2 million people. It has since been evaluated by Public Health England as having the highest recognition factor of all testing campaigns run in 2020/21, with nearly 1 in 3 gay men recognising it, and over 1 in 5 testing for HIV in response to it. The national campaign was funded by a grant from Gilead Sciences Europe Ltd. We were thrilled that the campaign was awarded winner of the 'Digital Pride Activity of the Year' at the Gaydio Awards 2021.

QUICKSTART PrEP

Since becoming available free on the NHS, the Trust has become the UK's largest provider of PrEP, which is an HIV prevention medication, taken daily. This year, 56 Dean Street launched QUICKSTART PrEP, an awareness and treatment project which promotes PrEP through short infomercials, social media posts, and informative webpages including online assessment tools. The project aims to reduce barriers to HIV prevention, encourage testing, and help with the Get London to ZERO campaign which aims to end new HIV infections, stop preventable HIV deaths and eliminate the discrimination and stigma associated with HIV.



As part of the campaign, PrEP keyrings were created to hold up to three pills, to ensure people don't forget to take their medication. QUICKSTART PrEP was generously supported by Gilead Sciences Europe Ltd and MAC.

HIV PrEP Awareness Week 2021

To coincide with World AIDS Day, on 1 December, our clinicians ran a week of testing and PrEP awareness events online and in person, collaborating again with G-A-Y Bar London, funded by Gilead Sciences Europe Ltd. This and the other aforementioned campaigns have helped our HIV/sexual health clinics provide care and support to over 25,000 people on PrEP.

The Desi Project

Uptake of sexual health services by South Asian (SA) populations in the UK is historically poor, due to cultural barriers and stigma. Amongst the slowest rates of decline in HIV diagnoses has been in SA populations, particularly for heterosexual men and women. Tailoring services and interventions for the needs of this group is essential to improving the uptake of testing, and improved sexual health and wellbeing without judgement or prejudice.

The Desi Project takes a unique approach led by the local SA community, SA clinicians/medics from the Trust, HIYOS NHS Practice (Hounslow), Sexual Health Hounslow, and our Commissioners. We will produce culturally tailored prevention and awareness tools, services and support, to include online videos and other evidence-based resources; and specialist training for primary care healthcare professionals (including diversity/inclusion) to improve the sexual health/HIV outcomes for the SA communities in West London and beyond. The Desi Project is funded by Gilead Sciences Europe Ltd.

Education

The conference and educational programme restarted in the autumn at the King's Fund, London. The conference took place over four days including 35 workshops and talks, and a social media campaign in partnership with the UK's leading HIV/sexual health consultants to promote Genitourinary Medicine (GUM) as a career, as there is a

shortage of specialist clinicians across the UK. We hope to run a conference in June 2022 funded by Gilead Sciences Europe Ltd, and restart the HIV Directorate's prestigious Clinical Observation Programme welcoming HIV clinicians from around the world, funded by ViiV Healthcare.

Project BootCamp

Project BootCamp is a programme for empowering trans women living in London, designed and led by trans activist and health advisor Rebecca Tallon de Havilland. Over the last year we have supported 30 trans women, in addition to previous BootCamp graduates, providing them with a toolkit of health, wellbeing, and practical support.

We also added a new, monthly Pre and Post-Op programme in partnership with TransPlus, 56 Dean Street's new trans and non-binary service. Plans for the future include an awareness and training programme supported by biopharmaceutical company MSD and weekend workshops in

Belfast and Dublin. Rebecca and the BootCamp team are being mentored and supported by FLUX, and funders include the LGBTQ+ community and THRIVE London.

Over the last 12 months the CW+ grants programme has awarded grants to the following sexual health projects:

- North West London postnatal contraceptive implant pilot
- Patient environment project to improve youth sexual health attendance at our clinics in Isleworth, Hounslow, and Feltham
- West London testing programme to diagnose Trichomonas Vaginalis, a sexually transmitted infection common among older people
- Grant to support the dissemination of the first study in the UK to explore the health needs, attitudes and feelings of trans men and/or non-binary people in relation to cervical screening.



THE YEAR AHEAD

Over the coming year, we will continue to provide essential support for staff and patients and focus on several new areas of work.

Best For You

We will expand the digital platform to include a wealth of digital content created specifically to support young people and their families.

We plan to open our Day Service Unit which will provide a space for young people and their families to get immediate mental health support without needing an appointment, including outpatient clinical care, therapies and family support. In tandem, we will also launch our community partnerships with a range of partners which will bridge the gap between the clinical and community setting to provide personalised care available for as long as required.

We will continue plans to create the Young People's Rapid Assessment pathway at Chelsea and Westminster Hospital that integrates, for the first time, medical care with mental health care to quickly and seamlessly assess, transfer and treat young people requiring help.

Arts in Health

We are looking forward to extending our activities in the CW+ Studio to different patient groups and introducing new workshops with our community partners. We are launching a research project which will measure the impact of access to arts activities and virtual content has on patients who have been diagnosed with dementia.

We will continue to develop bespoke, digital innovations using the latest technology to create patient-centred environments. Works which are currently in development include the Immersive Healing Art System, by artist Zheyuan Zhang. This innovative, interactive digital art installation uses Artificial Intelligence (AI) technology, sensors and facial scanning software to create bespoke artwork based on a patient's emotions. We are supporting Zheyuan Zhang with a PhD to explore the impact of digital interventions on patient wellbeing.

We are working with artist Min Young Kim and Heriot Watt University to develop an interactive digital plant, titled 'Companion'. Patients will be able to interact with the plant and watch it grow based on AI sensors that react to real-time weather forecasts.

CW Innovation

We are looking to create a unique 'Ideas Hub' which will be a bespoke space where our CW Innovation team can work with clinical teams to discover and deliver innovations and improvements to care.

Our partnership with DigitalHealth. London (DH.L) will continue and we look forward to identifying and developing health innovations in our hospitals from the sixth cohort of applications from healthtech SMEs. We will also run a 12-month Horizon Fellowship Programme with DH.L to support Trust staff with their ideas for digital innovation projects to improve patient care and experience.

In partnership with Bristol Meyers Squibb, we will advance our portfolio of cardiology innovation. We will work on a machine learning algorithm called 'PULsE-AI' to explore detection and diagnosis of patients at risk of Atrial Fibrillation (AF), which in turn can reduce the risk of strokes.

In partnership with GE Healthcare, West Middlesex was the first hospital in the world to have the ambulatory telemetry system 'Portrait' installed. We will recruit cardiology patients to be part of an evaluation study of this equipment, to determine the benefits of continuous monitoring of patients.

NHS Charities Together

We have been selected as the lead charity within North West London for supporting COVID-19 recovery activities. Working with partners from across the region, we will be delivering three digital inclusion and innovation projects, which were identified through a competition we held in early 2021. In partnership with NHS Charities Together and the successful bidders, we will develop and deliver a programme and associated evaluation on 'Supporting shielding and vulnerable people affected by COVID-19 through digital access to health, care and community resources' over the next two years, with a view to scaling the programme throughout North West London and beyond.



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We would like to thank our boards and committees for their continued support.

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