Role Models

Bring yourself to work





















From the Co-Chairs of LGBT+ Staff Network Committee

We want to create an environment where people enjoy their work and feel fulfilled. A huge part of that is about being able to bring your whole self to work. This means being able to be open about who you are with colleagues, patients and service users.

On a daily basis, lesbian, gay, bisexual and trans people (LGBT) have to make decisions about whether to be open about their sexual orientation at work; whenever they meet a new colleague or team they have to consider how someone might respond to their sexual orientation and whether it is safe to be open at work.

Not being true to yourself can make people feel unhappy and isolated as you edit out an important part of who you are.

CWNL wants everyone to bring themselves to work. Our LGBT+ Staff Network launched the rainbow lanyard scheme to help identify LGBT+ role models and straight allies in the workplace and now we have created this role models booklet to profile staff from across the organisation who are open at work and want to share their challenges and successes and also their career journeys; to inspire others to do the same.

It's important to note that a role model is not an example of a perfect individual but someone who recognises their shortcomings and shares what they've learned with the people around them. Role models reflect on the values that matter to them and live those values. They also acknowledge how they can help, and inspire, others to live their own values too.

As we start on our role models series we invite you to submit your own inspirational stories about your career journey. We often underestimate how much our experience can encourage others, so please share! We hope that you enjoy reading this publication which we will share and cascade to your teams and colleagues. If you have any comments you would like to feature in future issues, please contact us at lgbt.cnwl@nhs.net

The LGBT+ Staff Network is made up of CWNL staff who volunteer and share our vision to improve LGBT staff experience of working in the NHS. The Committee and ally colleagues offer their time and expertise to support the Network and its members which we truly value.

Your Co-Chairs,

Dr Chris Wilson and Sofia Venuti
Pride@CNWL LGBT+ Staff Network Committee
e |abt.cnwl@nhs.net







Mary Faulkner

Identifies as: Bisexual

Works as: Admin Manager

Started working at CNWL: In 1991 as a Healthcare Assistant in St Charles Mental Health Unit (when the Trust was called NWI)

Now works as:

Admin Manager for the Kensington Chelsea Westminster (KCW) Forensic Community Mental Health Team (Focus).

Likes their job because:

My colleagues are dedicated and wonderfully warm people. We laugh a lot together which always brightens my working day and I have some great friends from my time in the Trust.

I know how challenging clinical roles can be and it gives me a great deal of satisfaction to be able to underpin their care provision with organised, effective and reliable administrative support. I'm a firm believer that the admin team forms the backbone of any service, so I try to ensure that the backbone for the Focus Team is flexible, supportive and strong. I also like my job because I like contributing to a great service that aims to improve lives.

Has faced challenges including:

- Running two half-marathons (I am NOT a born runner so this was a real achievement for me!)
- Some fairly significant health issues between 1999 and 2009
- Watching my father decline with dementia before his death in 2010
- Having to compete with colleagues for posts during the Trust modernisation
- Arriving into my first supervisory role in a brand new frontline service with a team that I had never met before

• Challenges that we all encounter daily which test our resolve and patience.

Has overcome them by:

- Over the last three years I have learned how to meditate: it has quite literally changed my life. Having a daily meditation practice has significantly improved my resilience to life's ups and downs, my mental functioning, connections with others and quite simply my enjoyment of every day. I'm so glad that mindfulness and meditation are becoming more commonplace, it's the way forward!
- Positive thinking. Adopting the view that not all of life's challenges are necessarily negative. Some of my most painful experiences have given way to the most significant personal growth
- Determination and persistence
- Paying closer attention to my own mental health, physical well-being and work/home life balance

Thinks Inclusion is important in CNWL/NHS because:

The absence of inclusion gives rise to division, fear and separatism. Inclusion fosters compassion and connection which are essential for all people to thrive. Inclusion therefore. is essential for the provision of any

service designed to help fellow human beings. Without an inclusive outlook we are lost

Loves working in CNWL because:

We are all part of an organisation that provides invaluable support to people who have often been judged, shunned or given up on. I like to think that collectively we deliver care and compassion in order to maximise people's chances of moving forward with their lives and hopefully achieving some happiness and stability. Mental Health matters!

Would like to be remembered in CNWL for:

For looking on the bright side, being enjoyable to work alongside and for carrying out my work attentively and thoroughly.

In five years' time I would like to: To still be alive, enjoying life!

Wise words to the Network:

I'm not sure that I'm very wise but if you ask me what's important I would have to say love, gratitude, altruism and acceptance. Try to infuse each day with these qualities and happiness will be a natural by-product.



David Van de Velde

Identifies as: Gay man

Works as: Staff Recruitment & Retention Lead Jameson Division

Started working at CNWL: February 2016

Now works as:

Staff Recruitment & Retention Lead Jameson Division

Likes their job because:

It revolves around developing others and supporting managers to recruit into vacancies across Jameson Division.

Has faced challenges including:

- Coming out in the workplace.
- Navigating my intersectionalities as a bi-Racial gay man.
- Managing the LGBT+ Network here in CNWL (Chair and Co-Chair, from 2017 to 2020).
- High workloads.
- Other workplace challenges

Has overcome them by:

- Listening to feedback
- Having supportive mentors from senior leaders here at CNWL.
- The amazing development opportunities there are
- Becoming the change, I wanted to see
- Having a supportive LGBT+ Network of allies and friends.

Thinks Inclusion is important in CNWL/NHS because:

It is crucial that we not only serve but truly reflect the diverse populous we serve. I am very active in both the minority and LGBT+ spaces as I feel it is so important to bring your whole self to work.

"The best decisions are made when everyone is represented at the table"

Loves working in CNWL because:

Unrivalled opportunities within the sector; if you are committed, hardworking; CNWL will give you the tools to shine through. I really do believe that as I am a product of CNWL. I was started as a Band 6 mental health nurse in early 2016 with a dream of becoming a Ward Manager someday. How time flies...

Would like to be remembered in CNWL for:

I am really proud of the work we did on our brilliant staff network

In five years', time I would like to:

Help staff be the best they can be for their service users

Wise words to the Network:

'Be the change that you want to see"

> "The best decisions are made when everyone is represented at the table"



Jane Rogers

Identifies as: Gay woman

Works as: Head of Communications

Started working at CNWL:

I joined the Trust in July 2013 as a Marketing and Communications officer.

Now works as:

Head of Communications and Marketing

Likes their job because:

There is never a dully moment. I work with a great team of people locally and across our services to create resources, materials and initiatives to better support patients and staff. It's a very fast paced environment but it's hugely rewarding knowing that we can help to make a difference.

Has faced challenges including:

I used to be a secondary school teacher where being out at work was a lot harder. I was open with staff but often encountered children (and staff too sometimes) using the word 'gay' in a derogatory way; many students didn't really understand how using the term was inappropriate.

I didn't come out until I was in my mid-twenties and so I spent a lot of wasted time not being honest with myself and even my closest friends and family.

I often think life in my teenage years would have been a lot more enjoyable had I not been afraid to be open up, especially as my friends and family are extremely supportive of everything I do and half my friends said they knew anyway.

Has overcome them by:

I took the opportunity to talk to the children I taught to educate them on how their words can have a big impact on people, often children just repeat things they've heard at home so I think it's important to have more open conversations in the school environment from an early age. Paying closer attention to my own health and putting the important

Thinks Inclusion is important in CNWL/NHS because:

things first in life

People should be able to be themselves without being fearful - that includes staff, carers and patients. Everyone is a patient at some point in their lives and it's important that staff value inclusivity so that patients are not afraid to talk openly with them.

A lot has changed for LGBT+ people but there is still a long way to go to break down barriers. We spend so much time at work that it is crucial that people of any minority group feel supported so their voice is heard.

Loves working in CNWL because:

I'm proud to work for a diverse organisation where I feel that I can be myself at work – for the lanyard initiative to take off as it has really makes a huge difference to people like me who have grown up feeling like they don't fit in or they are different. Here I am surrounded by rainbows and that makes me feel very welcome.

Would like to be remembered in CNWL for:

Putting people first – no matter how busy you are or if you are juggling deadlines – making time for others to really listen is important.

In five years' time I would like to: Be as happy as I am now

Wise words to the Network:

You are entirely up to you.

"People should be able to be themselves without being fearful - that includes staff, carers and patients."



Fiona Eastmond

Works as: Senior Peer Support Worker

Started working at CNWL: September 2015

Now works as:Senior Peer Support Worker

Likes their job because:

I get to help people in creative ways using my lived experience of a diagnosis of Borderline Personality Disorder, whilst reducing mental health stigma. I have the privilege of supervising a team of Peer Support Workers who are pushing excellence in Peer Support to the top of the agenda.

Has faced challenges including:

Being grabbed, propositioned, told I'm a waste of space, shouted at, ignored, survived my own mental health blips at work and in general flying by the seat of my pants!

Has overcome them by:

Continuing to review my risk management techniques and develop my own resilience, I'm always learning. Every day I learn.

Thinks Inclusion is important in CNWL/NHS because:

Equality – It's not pie

Loves working in CNWL because:

Everyone is so dedicated and has a great sense of humour

Would like to be remembered in **CNWL** for:

Treating people as people, bringing a splash of colour and a giant rainbow teapot for Proper Tea.

In five years' time I would like to:

Run the whole Trust of course. before I dominate the world

Wise words to the Network:

Don't let anyone get away with any kind of LGBT+ phobia or stigmatizing mental health, especially in casually used language. Call it out and challenge it. It's scary but in the long run you'll feel better about yourself. Be the change.





Dr Christopher Wilson

Identifies as: Gay man

Works as: Lead Psychologist at Harrow Older Adults

Likes their job because:

It is a privilege to work with people who have a wealth of lived experience, and to work with the diversity that Harrow offers. Assisting people to make use of their strengths so as to improve their quality of life can be a deeply moving process.

I also work with people with dementia and their families, and it is particularly meaningful when you can help people see that they needn't lose contact with their sense of self in the context of dementia. The team here in Harrow and trust-wide psychology, is very thoughtful, supportive and well led.

Wise words: Use the Network and come to the Christmas party!

Has faced challenges including:

There is a high demand for psychology in our service which is great, though limited resource would seem a universal issue for services at present. However, we find creative solutions to manage this in a way that maximises safety and quality.

Has overcome them by:

The systems I operate within (i.e. Harrow, trust wide Psychology, Pride@CNWL etc) are communicative, inclusive and adaptive, and so we have found means of supporting each other to optimise the client experience.

We are in the people business because of our relational and communication skills, and by using these as a caring community we can get the best for our clients.

Thinks Inclusion is important in CNWI /NHS because:

Inclusion in every sense is critical within a working environment to ensure safe and meaningful practice for our clients and staff. When we fail to role-model an inclusive stance. we close lines of communication that could have otherwise helped us in caring for our clients and colleagues. And when we fail to stand up against a non-inclusive attitude, we fail to offer a safe environment in which to care.

Loves working in CNWL because:

CNWL is a well led trust that covers some of the most diverse parts of the world. I love the opportunities this level of diversity affords in terms of working positively with difference and working in partnership to improve aspects of our clients' lives.

Pride@CNWL has been an excellent forum for connecting with people and services that I would not have otherwise known. This has improved my working life and impacted positively on clinical practice also.

Would like to be remembered in CNWI for:

I would like to be remembered as being part of a wider system that could make a difference to those who needed our care

In five years' time I would like to:

Blimey! Five years feels like a long way off. I'd like to have developed further in my role here and to have expanded the delivery of psychologically informed approaches within the services I work.

Wise words to the Network:

Use the Network and come to the Christmas party.



Sofia Venuti

Identifies as: Gay woman

Works as: Clinical Coordinator/ Occupational Therapist, Camden Carelink Integrated Adult Services. Co-Chair of the PRIDE@CNWL Network

Started working at CNWL: March 2018

Why do you like your job?

My work is very busy and fast paced and the people I work with are a fabulous bunch. We've been one of the only services remaining fully face-to-face throughout the pandemic and that brought a lot of challenges and stress, but it brought us together as a team. There's a sense of comradery and teamwork that I haven't felt in previous roles, like a work family.

Have you faced any challenges in life or work, what were they, how have you overcome them?

- experiencing racism and sexism (living outside the UK) and being disowned by my dad for 2 years after coming out
- little sleep when growing a business whilst having full time employment during 2013-2017
- supporting family members with mental health needs
- working in a fast-paced service offering developmental roles.
 There's so much upskilling and inter-personal growth involved.

Has overcome them by:

- keeping a positive mindset and believing in the best qualities of people around me, especially the challenging ones
- learning and building on strong work ethics, which I'm thankful both my family taught me

- always seeking feedback and effectively listening to others; never assuming I know the answer from first go
- I've learnt to balance work and personal life which has helped me to help others more

Why is inclusion important at CNWL?

The industrial revolution and modernity has pushed us to become individualistic, lose our humility and our sense of inter-connectedness. CNWL is a large organisation serving vulnerable people and those in need; and its staff need to be empowered to live out human values to effectively support each other and our clients. When we work truly together embracing our intersectionality, our differences and our similarities, we feel at ease and achieve things effectively. For us to continue our human revolution and CNWL to effectively serve the community, we need to build on what people before us worked on to rid society of any kind of inequality.

Loves working in CNWL because:

CNWL has so many opportunities for development, offered by fantastic teams led by amazing people. In recent years especially, I've noticed a focus on positive culture change which I see CNWL is proactive on and this aligns with my work values. I've had the opportunity since 2020 to be Co-Chair of the Pride@CNWI

Network – it's been great to learn and work with such creative, diverse and inclusive people sharing similar personal values; and it's very exciting as our hard work means we're leading the way for the NHS on positive changes for LGBT+ people.

What would you like to do while at the trust/be remembered for?

I'd like to be remembered for expanding our LGBT+ training system so it can be flexible and tailored according to specific requests (eg trans and non-binary specific training). Within my day to day job, I'd like to be remembered for developing an internal leadership development programme and working hard to implement positive culture change "on the ground".

In 5 years time where will you be?

Still be part of the Pride@CNWL Network and continue working with amazing people to make a difference for all minority groups and people living with intersectionality (i.e. most of us!).

Wise words to the Network:

If you're struggling with anything, remember you're not alone and we're here for you. Also remember, we're far from where we were in terms of LGBT+ rights but we need to work closely together with all other minority groups to keep moving forward and ensure no-one is left behind



Madi Fortune

Identifies as: Non Binary

Works as: Social Worker

Started working at CNWL:

September 2018

Now works as:

Queen's Park & Paddington CMHT as a social worker.

Do you like your job? Why?

I do! It's intense, busy, and can be stressful as we work with people who need high levels of support, but I love working with my clients and my team is incredibly friendly and supportive.

Have you faced any challenges in life or work – what were they

In life in general, there are always the challenges faced by being an out queer gender non-conforming person with black heritage. The world is yet to unlearn lots about white supremacy, colonialism and heteronormativity. My team is wonderfully supportive but it's been a bit of a process for them getting their heads around my nonbinary identity.

How have you overcome them? With the support of my community! And by choosing my battles and allowing myself to rest.

Why is inclusion important in CNWL?

Inclusion is important everywhere, especially in places where we're supporting people when they might need lots of care. We need to be able to support people from a range of backgrounds or identities, or we're not doing them justice.

What would you like to do while at the Trust/be remembered for?

I'd like to support my clients as best as I can, and continue to inform others about trans and gender diverse people.

In 5 years' time where will you be?

I'd love to still be working on the frontline. I'm interested in community-level work and also in training as a therapist but taking a decolonised approach.

Wise words to the Network:

Don't be passively kind, be actively kind!

Kindness can be standing up for someone else, or challenging someone's problematic behaviour.

Kindness can be reading up on the cultural background or gender identity of someone else so that the onus isn't on them to have to explain themselves to you.

Kindness can be going out on a protest (if that's accessible to you), or signing a petition for an issue that might not directly impact you, because you recognise that it might help someone else.





Louise Philips

Identifies as: Ally

Works as: OT/Therapy Team Lead

Started working at CNWL:

I have worked in Camden since 1993 and have been part of the organisation in its many forms since then. This includes many name changes until as we are now.... CNWL!!

Now works as:

I am an OT by profession and am the Therapy team lead at Gospel Oak Integrated Primary Care Team. This is just one of the multi-disciplinary teams in Camden Integrated Adults service, Goodall Division. I also provide clinical and professional supervision to senior OTs in neighbouring community teams. I am also the CNWL's Ally Lead.

Do you like your job? Why?

No two days are the same, We see people in their own homes and I get immense satisfaction in knowing we provide quality care to the local community. Through the pandemic we have continued to see high risk/essential patients and work closely with the community nurses in the team. It's a very caring and supportive team who look out for each other.

Have you faced any challenges in life or work – what were they?

Life can be full of challenges, I think I am a resilient person and would advocate that it's good to talk through problems rather than struggle on.

How have you overcome them?

I like to chat!! I am an open person and find often by talking things through with a colleague/friend that you can trust helps reduce the worry and creates solutions. It can also reassure me that things may not be that bad.

Why is inclusion important in CNWL?

As an ally I wear my lanyard proudly, to show my support and to demonstrate that CNWL is a safe space for LGBTQ+ colleagues. As an ally I want to be part of a team/ organisation where people can be their whole self and in turn be their best person. Staff work with a diverse population of patients and we need to ensure we are responsive to and are sensitive to everyone's needs. Having an inclusive and nondiscriminatory work culture means we can do this

What would you like to do while at the Trust/be remembered for?

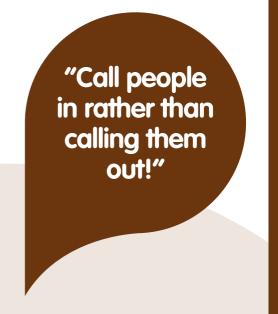
That's a hard question, I suppose being an approachable and fair person, someone who has motivated others to achieve. I am only one person of many who work together to support vulnerable people in Camden so it really is a team effort.

In 5 years' time where will vou be?

I'm at the point that, despite trying to deny that I really am this age, I am looking to stop working in a couple years, I've got a real urge to travel again but with covid pandemic currently that will be on hold a bit longer unfortunately.

Wise words to the Network:

I say get involved, as allies we need to be anti-discriminatory and help to create supportive workplaces. Call people in rather than calling them out!!





Ian Cole

Identifies as: Gay man

Works as: Health Promotion Specialist

Started working at CNWL: I have been in my role since 2000, but more recently with CNWL.

"If we are not inclusive then we are not doing the best for our staff and those that use our services."

Why do you like your job?

I gain a great amount of satisfaction from my role which over the years I have been able to shape. The main reason I like my job is that I feel that I can make a difference about how people feel about themselves and empower them to be the person they wish to be.

What challenges have you faced?

One of the main challenges working with colleagues within the NHS but also with partner agencies is getting them to understand how they can make their services more accessible/inclusive to the whole community, but mostly the LGBTQ+ community. I have also faced many personal challenges due to my health leaving me with a disability and recovering from a serious road accident.

How have you overcome these challenges?

Listening to where others are coming from to understand how they may have formed their view point and then you are better able to give them knowledge and information about how and why changes that they make to service provision can be hugely beneficial and inclusive. On a personal level, you have to come to come to terms with the realisation that things are not going to be the same as they were and adjust your expectations and

abilities appropriately. Being a member of the LGBTQ+ network and the disability network allows you to feel listened to and supported in what you are doing and therefore provide the best care you can.

Why do you think inclusion is important?

If we are not inclusive then we are not doing the best for our staff and those that use our services. I have believed in being inclusive for as long as I can remember. I had struggles early on in my life with my sexuality but once I had dealt with this I soon realised that wherever societally, we exclude, we make life more difficult for those we are excluding. Inclusion is important for us to live well, but to give us a sense of self-worth and sense of belonging, just because we are in a minority does not mean we should be excluded intentionally or otherwise.

Why do you like working at CNWL?

I see that they have a vision of what they want to provide to both staff and patients. They want to hear our views, a positive message to me when I joined was that they had staff networks, they want to be inclusive and take it seriously and that is important to me. CNWL are at the forefront of looking at making services accessible in many different ways to fit in with how people live their lives currently.

What would you like to be remembered for?

I would like to be remembered for the work that I have done with partner agencies that have furthered the inclusion of LGBTQ+ people in the way that they provide their services, for example Surrey Police introducing LGBTQ+ Liaison officers, Surrey Domestic Abuse services ensuring they meet the needs of those in same sex abusive relationships. But overall as somebody that wanted to make positive changes to many lives based on being a good human being.

Where will you be in five years' time?

Rapidly heading towards retirement. But seriously, to carry on what I enjoy doing and working within an organisation that wants to provide the best it can in service provision, to be able to evolve with changes, ensuring that we are there for everybody.

Your wise words to the Network?

LGBTQ+ people are in a much better place than we used to be, but don't ever think that there is no need for staff networks, as individuals we may feel that we are confident in who we are and how we identify, but for each one of us there are many behind us.



Dr Leah Clatworthy

Identifies as: Bisexual Woman

Works as: Principal Clinical Psychologist/ Clinical Lead

Started working at CNWL: September 2014

Now works as:

I am the clinical lead of the Specialist Memory Service in Milton Keynes. I work clinically within the service as a Principal Clinical Psychologist.

Do you like your job? Why?

I really enjoy working within a memory service. As a psychologist it gives me a great balance between neuropsychology assessment and therapy work. I also enjoy working with families through their journey through dementia.

Have you faced any challenges in life or work – what were they?

Challenges within the work place tend to be centered around meeting targets and trying to balance this with providing a good quality service to families.

"I hope to increase the awareness of bisexual issues as these sadly can be overshadowed at times."

How have you overcome them?

Clinical Supervision!! Also, seeking informal support from colleagues as I work with a great team of people.

Why is inclusion important in CNWI?

Inclusion should be important to everyone. However, a large organisation such as CNWL, which is spread over such a large geographical area has to work extra hard to increase inclusion and aim to ensure no minority groups are excluded from getting their points heard.

What would you like to do while at the Trust/be remembered for?

I hope to increase the awareness of bisexual issues as these sadly can be overshadowed at times. I also hope to be considered an approachable, caring and reliable staff member.

In 5 years' time where will vou be?

Well, I'll be just about to turn 40!! I hope to be still working in CNWL but as a psychologist working with older adults with both organic and functional conditions. We don't have a functional older adult service in MK at the moment but I hope this will be up and running in 5 years' time (and I hope to be a part of it)

Wise words to the Network:

Come and get involved!



Shamal Waraich

Identifies as: A proud gay man, living with HIV

Works as: Senior Peer Support Worker

Started working at CNWL:

August 2019 as a Patient Representative.

Now works as:

A Senior Peer Support
Worker in HIV services in
the Bloomsbury clinic, at the
Mortimer Market Centre

Likes their job because:

I feel lucky to work with a dedicated and passionate team of health advisors and peers support workers, supporting our patients living with HIV in our sexual health clinics.

I'm like a sponge, that continuously learns, evolves, and grows, working with the trusts 'Recovery & Wellbeing college' and our wider peer support service teams. I am also honoured and blessed to be a committee member for the LGBT PRIDE@CNWL staff network as the Diversity lead.

"If you can't love yourself, how in the hell are you gonna love somebody else! Can I get an amen?" – RuPaul

Has faced challenges including:

- Limited visibility of L.G.B.T.Q.I.A staff across services.
- Manging part-time hours at CNWL with my other role in Public Health as part of NEL CCG in the London Borough of Waltham Forest.
- Adapting to an entirely new way of working during and after the Covid19 pandemic.
- Working with clunky, slow computers and IT equipment.

Has overcome them by:

- Introducing staff to the LGBT PRIDE@CNWL staff network and encouraging membership.
- Prioritising my time effectively, managing my workload efficiently to support and deliver services.
- Developing new processes and, strategies within Integrated Sexual Health services to adopt a new way of working.
- Highlighting the importance of up to date, strong digital infrastructure, and inclusion across services.

Thinks inclusion is important in CNWL/NHS because:

We all come from a diverse range of backgrounds, cultures identities and communities. CNWL continuously celebrates diversity with the inclusion of every staff, volunteer, and patient to embody our core values of Compassion, Respect, Empowerment & Partnership.

Loves working in CNWL because:

There are too many to list but in a word the 'staff'!

Would like to be remembered in CNWL for:

Introducing the 'PRIDE@CNWL NHS Progress Badges' to the trust and becoming the first NHS Trust in England to adopt the Progress badge branding across our staff network and services

In five years' time I would like to:

Take the knowledge, skills and experience I have learnt, transferring them into a new part of my personal and professional life.

Wise words to the Network:

Always remember our struggles 'n' strifes are real and valid! We owe our self the same support and care we give to others; I'll leave you with a very important quote.

"If you can't love yourself, how in the hell are you gonna love somebody else!

Can I get an amen?" - RuPaul.

