

# MENTAL HEALTH MATTERS

## The Margaret Reilly Memorial Edition

MENTAL HEALTH SERVICE  
Mark Hemming  
Manager of Mental Health Services

- As you all know **Sister Margaret Reilly** will be retiring from her position as Senior Nurse at the Stonebow Unit on Friday 18<sup>th</sup> June. Margaret has made an enormous contribution to the development of Herefordshire Mental Health Services over the 34 years that she has been working both at the Stonebow Unit and at St. Mary's Hospital. The experience, dedication, loyalty and professionalism that she has consistently brought to her work and to the service will be very greatly missed by colleagues, service users and carers throughout the county.
- On a personal note I will be very sorry to see Margaret retire, I remember her well from my days as a Student Nurse at St. Mary's Hospital, where she very ably pulled errant students like myself into line. Since taking up my present post Margaret has been a tremendous support to me, always offering sound advice and pragmatic solutions to problems. I'm sure that everyone will wish her well in her retirement now that we have all realised that we can't persuade her to stay!
- **Car Parking:** Dare I mention Car Parking? I would like to thank all staff for the enormous efforts you have made to bring about the changes that we needed to make to car parking at the Stonebow Unit. The lack of congestion is noticeable and the unit is safer due to this. I am hoping that we can get the spaces painted in the coming weeks and then reissue permits.
- **Agenda for Change: The Knowledge and Skills Framework Implementation Reaches Mental Health Services :** As part of Agenda for Change Implementation, our services are to start the process on implementing the NHS KSF and Associated Development Review during June and July. Some of the senior managers and my self met with Jan Parfitt the PCT KSF Lead, to arrange awareness and training sessions for our services. The process involves four main stages:
  - **Awareness raising and preparation for staff reviews.** We are currently setting up KSF awareness sessions around the patch for all staff to attend. These are two hour sessions where information about the NHS KSF and the Associated Development Review will be shared. The session will be focused on what is a SDR and what you can expect for your SDR. We are currently arranging the dates and time of these sessions. All staff should make every effort to attend one of these sessions.
  - **Outline Development Workshops** Four outline development workshops have been set up to assist us in developing the KSF outlines. A selection of staff of different grades and backgrounds will be invited to attend. Your line managers will let you

know if you are being requested to attend these workshops. The dates of these workshops are:

**June 16<sup>th</sup> : DASH - 9.00 –12.30pm**  
**DMHOP : 1.30 – 5.00pm**

- **June 23<sup>rd</sup> : Adult Community services : 9.00 – 12.30pm**  
**Acute Mental health service 1.30 – 5.00pm**
- **Reviewer Workshops :**  
**July 2<sup>nd</sup> 9.30am –4.30pm**  
**July 9<sup>th</sup>: 9.30am –4.30pm**

*Staff development Reviews* will then be booked with individual staff during the coming months. We will be using a cascade system where by I will review the managers of the service who will in turn review their managers and team leaders etc. we are currently discussing who will need to be trained as reviewers.

**Please note that there is a requirement for all staff to be engaged in this process with the exception of medical staff**

Should you have any queries relating to the implementation of the NHS KSF you can either discuss them with your line managers or contact Jan Parfitt, KSF Lead directly at the HR department at the PCT HQ, Belmont.

**Contact: Mark Hemming 01432 262003**  
**mark.hemming@herefordpct.nhs.uk**

ADULT MENTAL HEALTH SERVICE  
Rob Cunningham  
Operational Manager

- The first **Community Services Operational Group (CSOG)** took place this month. This will continue on a monthly basis, and will provide an opportunity for teams in the community to be formally involved in consultation and development of the Service. Issues discussed this month included the Monthly Team Report and Mental Health Services discussion

paper. Future agenda items to be forwarded to Rob via their team leader.

**Contact Rob Cunningham 01432 262850**  
**rcunningham@herefordpct.nhs.uk**

DEPARTMENT OF MENTAL HEALTH  
FOR OLDER PEOPLE  
Sue Bennison  
DMHOP Manager

- Discussion in the **April DMHOP Operational Group** meeting included:
  - Re-provision of Bob Izon Unit
  - Re-provision of Community Nurse on call service
  - Rowan Ward Audit Action Plan
  - NSF standard 7 action Plan
  - High numbers of Vulnerable Adult investigations
  - Update on Rapid Response Domiciliary Care Service
- Congratulations to Dr Dillon on her appointment to a post at Liverpool University
- Farewell and thank-you to **MaryAnn Thomas** who has completed her project work with DMHOP and who leaves us on May 31<sup>st</sup>. Sadly, she really is going this time.
- The first meeting of a time limited task group looking at **Psychiatric Liaison** with the Acute Hospitals Trust and PCT Community Hospitals has taken place this month. Information from that group will be shared as soon as possible
- A splendid presentation by Dr Staples and Simon Hamilton on eCPA at the **Homeless Orphan Conference** for older adult mental health services across the SHA district. ( the title Homeless Orphan relating to the national picture that older adult mental health services are not owned by organizations) The eloquence of Dr Staples using the Stonebow Unit Car parking development as a model for

person centred care was particularly fascinating.

- Together with the Herefordshire Council Welfare Rights Unit we are part of a bid to access funding from the Department of Work and Pensions to improve the take-up of older people's benefits amongst hard-to-reach groups.

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**sbenniso@herefordshire.gov.uk**

INPATIENT SERVICES  
Margaret Reilly  
Senior Sister  
**This is her last Newsletter!!!**

- Congratulations and welcome back to **Ian Bloore** who has been appointed to the role of Ward Manager on Mortimer Ward. Ian takes up his post on 31<sup>st</sup> May.
- The **DMHOP Psychology Team** will be exchanging offices with the SHOs on Friday 11<sup>th</sup> June. Telephone numbers will be unchanged.
- **As regular readers of this newsletter will be aware I will be retiring on Friday 18<sup>th</sup> June and I would like to take this opportunity to thank everyone for their support and kindness over the years. After 34 years in the NHS I will be taking away many happy memories and a few very funny stories. It has been a great privilege to work with you all and I wish you well for the future.**  
*Sorry Margaret – we couldn't let you go just like that and these are just a few of the comments that have been made about your retirement.*
- Margaret represents some of the best things about nursing in mental health. She has brought with her from her lengthy experience an aura of respect and consideration for the service user. I always found that she had the reputation of not suffering fools gladly and noticed that this makes people try that little bit

harder if only to avoid being "confronted" by Margaret (including myself)!

She has shown that there is no reason to suspect that a lengthy period of time as a nurse in mental health means that you become institutionalised as is occasionally suggested in nursing itself. She represents a role model to those nurses who want to spend their careers near the patient.

She will be hugely missed, not just because of the work she does but because of the person she is. Personally I can remember my first meeting with Margaret when I came up from Cornwall... "Hello dear, how long are you expecting to stay ?!"... thanks Margaret.

**Mike Thomas**

- On behalf of myself and everyone at Oak House who have had the pleasure of knowing and working with Margaret over the years, I would like to thank her for the support and loyalty she has given to us all over her time in the Health Service. As a ward sister she was a great role model to many of us and gave excellent care and consideration to patients.

**Teresa Kulakowski.**

- One topic dominates the news for this month, the retirement of Margaret Reilly in June. Margaret has had a massive impact on how we deliver our care and she will be hugely missed. I've always thought that Margaret is to the Stonebow Unit, what Bet Lynch was to the Rovers Return. We lose so much this month – Margaret's wealth of Wisdom, Knowledge and Experience, Margaret's professionalism as a senior nurse and Margaret. Quite simply, thank you for everything that you've done. Coronation Street has never been the same since Bet's departure, and I hear the beer ain't what it used to be in the Rovers.

**Rob Cunningham**

- Under the rule of Margaret we three in General Office (Shelagh, Lynne and Elaine) have been known as "Maggie's Angels", we have always lived by "Maggie's" rules, laughed and cried with "Maggie", shared our innermost secrets with "Maggie", taken our problems, whinges, moans and groans to "Maggie" shared everything from recipes to diet/dress/relationship advice with her, ducked when she is cross with someone, ran the other way when someone gets the wrath of her tongue and totally agreed that she was in the right all along and waited for her to calm down. The visits to her office will be missed by us all, especially Shelagh. "Off to see Margaret" really meant a quick ciggie and put the world to rights! Thank you Margaret for employing all three of us - we love you and we will miss you.

#### **Shelagh, Lynne and Elaine**

- As a mental health social worker taking up post one of my first memories is of "Sister Reilly" and as, other contributors have described, the presence that is Margaret Reilly has made such a difference from that day to this. Huge respect for her work, her professionalism, her attitudes, and her humour. Her storytelling abilities are up there with the best and going into battle behind her is one of the safest places that I know. Described by Dr Staples as an "organic database" the loss of such knowledge of past and present is awesome and I've got less than a month to wean myself off those phone calls which always begin with "Marg... help"

If you do get bored and are looking for part time work, please get in touch- we'll always give you an interview!

**Sue Bennison**

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margaret.reilly@herefordpct.nhs.uk**

HEREFORDSHIRE USER GROUP  
Phil Pankhurst  
General Manager

- **Training Student Nurses:** Seven members of HUG attended University College Worcester on 11th May to input into the training of student RMNs. These included Dave Walwyn (Chair of HUG), Steve Rayson (Vice-Chair), Phil Pankhurst, Amanda Leighton, Alison MacMahon, Terry Richards and Alan Brookes. There were twenty students present and the HUG members were given total control to run an afternoon session. The presentation was varied, including information on HUG, personal experiences, a video and questions and answers. One of the most interesting parts of the afternoon was when Alison MacMahon divided the students into groups and asked them to role play having a mental health problem and attending a HUG discussion group. The students were asked to imagine the sorts of experiences people with mental health problems might discuss. They found it enlightening and certainly had their fingers on the pulse – one of the most common points they raised was "not being listened to". The exercise showed the students how the HUG groups were empowering and emphasised the self-help concept. The HUG members received very positive feedback and some of the students stayed behind after the session to discuss mental health issues further.
- **HUG Reaches Scotland through Authorship:** Amanda Leighton had an article published on suicide in the January/February issue of Openmind magazine. She received many positive reviews, the latest from the Highland Users Group in

Scotland who would like to visit HUG in Herefordshire to find out more about us! Mark Gibbons had the dream that one day HUG would become a beacon for other user groups. This is certainly becoming a reality, also given our visits to groups in Cardiff and our links with NIMHE!

- **A Sad Goodbye to HUG's Fundraiser:** HUG's Fundraiser, Mark Ashbourne will be leaving in the near future. We thank him for all his hard work for HUG and wish him well for the future.

**Contact: Amanda Leighton: 01432 270050 [amanda@h-ug.fsnet.co.uk](mailto:amanda@h-ug.fsnet.co.uk).  
For Advocacy: Contact Phil Pankhurst: 01432 370283 [pp@advohug.fsnet.co.uk](mailto:pp@advohug.fsnet.co.uk)**

PLANNING AND PARTNERSHIP  
Mike Metcalf  
Partnership Officer

- **Stars in Your Eyes:** CHI is now part of the new Healthcare Commission. CHI announced the key targets for trusts providing mental health services for this year (2004/05). The Trust's **star ratings** depend on these and will be published during the summer of 2005. The key targets are about :-

1. Care Programme Approach (CPA)
2. Crisis Resolution Teams
3. Financial Management
4. Hospital Cleanliness
5. Mental Health Minimum Data Set (MHMDS)

All the details about the criteria for these targets and how CHI will "score" us on our performance are available on the original CHI website –

[www.chi.nhs.uk/eng/ratings/2005/index.shtml](http://www.chi.nhs.uk/eng/ratings/2005/index.shtml)

For more information contact Mike Metcalf [mike.metcalf@herefordpct.nhs.uk](mailto:mike.metcalf@herefordpct.nhs.uk) 01432 – 344344.

GUIDANCE DOCUMENTS  
CONSULTATIONS  
And  
OTHER EVENTS

- **Improving the management of patients with mental ill health in emergency care settings.** A checklist that offers practical support and guidance. It outlines areas for action and includes examples of the ways in which some services are addressing some of the challenges.
- **Access through [www.doh.gov.uk](http://www.doh.gov.uk)**

CARERS

- It's **Carers Week** again - 14-20 June. Herefordshire Carers' Support is putting on a week of events for family carers: please pass on to any carers you are in touch with
- Monday 14<sup>th</sup> – Information Day – The Pensions Bus will be parked in High Town 10-4 for information and advice, any carer welcome to pop along. Young Carers Party 6-8
- Tuesday 15<sup>th</sup> – trip to Holme Lacy House, lunch included – 30 places only, free to family carers. *Carers need to ring in to book a place – transport & alternative care provided if required*
- Wednesday 16<sup>th</sup> – charity stall at the Buttermarket – 9-4, information & fundraising
- Thursday 17<sup>th</sup> – Pamper Day – Town Hall, 10 –4, range of therapies, massage, beauty treatments, lunch . Free to carers

- who are welcome to drop in any time *if alternative care is required carers need to book early*
- Saturday/Sunday 18<sup>th</sup>/19<sup>th</sup> – fundraising days.

**Any comments or items for inclusion in the Newsletter please send to:**

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