

MENTAL HEALTH MATTERS

MENTAL HEALTH SERVICE
Mike Thomas
Manager of Mental Health Services

- Simon Thompson will be leaving on April 25th to take up post as Adult Services Programme Manager with the Worcestershire Mental Health Partnership Trust. This is a good development opportunity for Simon and a sad loss to the service. Simon has worked in mental health services "man and boy" for 13 years and has given a huge amount to Herefordshire in that time. We wish him all the best in his new venture and look forward to keeping in touch as his career develops.
- In the interim Mike Thomas will be returning his focus to mental health although keeping a small amount of his on going work from the Deputy Director role. During the period that Simon has left with Herefordshire he will focus on bringing Rob Cunningham up to speed for his Acting Operations Manager role which begins on 28th April
- All health staff please note the dates of the Pay Modernisation Roadshows this and next month. Staff do not have to attend just those roadshows in mental health settings, but can attend those closest to where they are based. Get your names in as places are filling up.
- Good news from Psychology, Brien Kiely plans to start on the 16th June in Hereford and Carolyn McQueen starts providing locum cover on 6th May.

- Paul Ward, Community Psychiatric Nurse will be taking on the full co-ordinator role for the Bromyard- Ledbury team. Thanks to John Aston for all his work over the years in this role.

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MENTAL HEALTH DEVELOPMENTS
Sue Bennison
Mental Health Development Manager

- **Mental Health Action Week**
20 - 26 April 2003
- This year the Mental Health Foundation is asking everyone to check out their work-life balance. On their website www.mentalhealth.org.uk you will soon be able to take part in a quiz to assess your work-life balance, get tips for managing work-life balance, interactive postcards to send to friends and recommendations for employers as well as individuals to improve mental health in the workplace. From 22 April you will also be able to download a summary of 'Whose Life is it Anyway?', a new research report into the effects of a poor work-life balance on mental health.
- On 19 April 2002 the Secretary of State for Health announced plans to establish two new independent inspectorates, to strengthen the accountability of those responsible for the commissioning and delivery of health and social services, demonstrate to the public how the additional money being

invested in these services is being spent and enable them to judge how performance is improving as a result, and streamline inspection arrangements for health and social care. CHAI and CSCI will be developed in parallel and will work closely together. There will be a legal duty for the two inspectorates to co-operate. Because of the need for primary legislation to establish them, CHAI and CSCI will not be fully operational before April 2004 but the following information describes the remit of both Commissions. Of interest to the mental health service is the inclusion of the Mental Health Act Commission in CHAI.

- **Commission for Healthcare Audit and Inspection (CHAI)**
(Commission for Healthcare Audit and Inspection) will encompass all of the current and proposed work of the Commission for Health Improvement (CHI) and the Mental Health Act Commission (MHAC), the national NHS value for money work of the Audit Commission, and the independent healthcare work of the National Care Standards Commission (NCSC)
- **Commission for Social Care Inspection (CSCI)**
The Commission for Social Care Inspection will bring together the work currently undertaken by the Social Services Inspectorate, the SSI/ Audit Commission joint review team and the social care functions of the National Care Standards Commission

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- The PCT is in the process of implementing the recommendations arising from **Lord Laming's inquiry** into Victoria Climbié's death.
- The PCT and Hereford Hospital Trust are working together to develop a Paediatric Integrated Care Pathway to ensure that many of Lord Laming's recommendations are incorporated into standard documentation for each child.

Everyone working within the PCT should have access to the **Area Child Protection Committee Inter-agency Guidelines** which describe the processes which must be followed when there are concerns about a child and the actions which should be taken to safeguard and promote the welfare of children who are suffering, or at risk of suffering, significant harm.

This document is supplemented by several protocols covering subjects such as children affected by domestic violence, medical examinations of children and information sharing.

Full copies of both the guidelines and protocols are located in the offices of: Locality Managers, Trish Jay, Lead Executive Nurse, Mike Deakin, Director of Public Health, Neil Fraser, Designated Doctor for Child Protection and Lynne Renton, Designated Nurse Child Protection.

If members of staff do not have access to the above, or if you

wish for information about other Child Protection matters please contact Lynne Renton

➤ **Child Protection Training**

Additional dates have been arranged for this training day which is now mandatory for mental health staff:

12 May at Etnam Street, places are available to other mental health staff.

Contact Stephanie Carpenter to book a place

23 May and 13 June at Moor House

To book a place contact Sue Millington-Jones

Contact: Lynne Renton 01432 363916
Lynne.renton@herefordpct.nhs.uk

DEPARTMENT OF MENTAL HEALTH
FOR OLDER PEOPLE
Rita Harrison
DMHOP Team Manager

*******CHANGE OF PLAN *******

The DMHOP Stakeholders Day due to take place on **Friday, April 25th** between 12.00 noon and 3.00pm in the Conference Room is cancelled. The service mapping process will now be incorporated into the DMHOP Training Day at Hedley Lodge on April 30th.

Contact: Rita Harrison 01432 263850
rharrison@herefordshire.gov.uk

INPATIENT SERVICES
Margaret Reilly
Senior Sister
15 - and counting

- Goodbye, best wishes and thanks to the following staff who have left or are about to leave the PCT:
Steve Bagley, Pauline Davies, Hilda Beale, Brenda West, Elizabeth O'Grady and Sheryl Jackson

- Hello and welcome to Vicky Quartermain and Rachael Warner, our two latest recruits.
- **Community Health Council Visit**
The CHC visited Cantilupe Ward on Thursday 27th March. Their report will follow in due course.

Contact: Margaret Reilly: 01432 364433

margaret.reilly@herefordpct.nhs.uk

MENTAL HEALTH ACT 1983
Sue Bennison
Mental Health Act Lead

- **MHA '83 – Section 136:** A review of the Section 136 policy is underway. Section 136 enables a police officer to remove someone from a public place if it appears to that police officer that the person may have a mental disorder and is "in immediate need of care and control." They are taken to a "Place of Safety" the purpose of which is to enable the person to be examined by a doctor and interviewed by an Approved Social Worker and for the making of any necessary arrangements for treatment or care.

One of the items under discussion is the present nominated Place of Safety, the Custody suite in Hereford Central Police Station, which is not always appropriate for a person who has mental health difficulties.

There is the possibility of developing an alternative Place of Safety, and accepting that there will always be a need for some people to be held for assessment at the Police Station, it is anticipated that following discussions with West Mercia Police, ASWs, medical staff involved in the process a local pilot may take place later this year.

- Two Commissioners from the Mental Health Act Commission met

with staff last month to discuss findings from their visits over the past two years. The meeting was positive and productive with an invitation for the mental health service to work with the MHAC (who will become part of the CHAI - see MH Development section) on issues relevant to Herefordshire. This meeting was the first that the MHAC had been involved with in this format in the West Midlands region and, for the future, Commissioners wish to use it as their opportunity to meet with the PCT Chief Executive, Director of Social Care and Strategic Housing and other senior managers. The new lead commissioner for Herefordshire is Peter Hickson.

HEREFORDSHIRE USER GROUP
ADVOCACY SERVICE
Philip Pankhurst
Manager

- The **HUG Advocacy Service** are about to advertise for a paid advocate. This is a 24 hour per week post and brings the establishment up to three paid advocates supported by volunteers.

**Contact: Phil Pankhurst 01432 370283
pp@advohug.fsnet.co.uk**

PALS AND INVOLVING
PEOPLE TEAM
Euan McPherson
PALS Co-ordinator

- The **Involving People Team**, which came together in the autumn of 2002, is based at Victoria House and funded by both health and social services. There are 3 workers - Jeremy Cox, Chrissie Cobourn and Helen Lee (team co-ordinator) - who are supported by a team secretary, Sue Pritchard, and managed by Euan

McPherson, PALS and Involving People Team manager.

The team's remit is to increase both the number and diversity of people getting involved in how health and social care services are planned, monitored and developed, as well as to create more imaginative ways of involvement. For example, not everyone wants to attend formal meetings, but many would be happy to give their views and get involved through other mechanisms, such as focus groups, stakeholder events, and individual interviews. Our work is underpinned by NHS policy documents such as the NHS Plan, and recent legislation such as the Health and Social Care Act (2012), all of which emphasise the importance of involving service users.

It is important that all service developments within health and social care involve service users and /or members of the public at the earliest possible opportunity. Any staff involved in changing or developing services should register any new work with, and seek support from, the IPT. This will avoid duplication and ensure that involvement is done systematically. The team is a resource available to health and social care staff and can assist in developing, and in some cases, provide resources for involvement work.

For further information about the team or to discuss how we can work together on a specific piece of work, please contact us by telephone: **01432 262016** email: **euan.mcpherson@hereford.nhs.uk** or **helen.lee@herefordpct.nhs.uk**

GUIDANCE DOCUMENTS
AND
CONSULTATIONS

- [Mental Health Services – Workforce Design and Development](#): Best practice guidance. The purpose of this

guidance is to assist in producing workforce plans that are well integrated with service development

<http://www.doh.gov.uk/mentalhealth/workforceplanningrep.pdf>

[A Mental Health Workforce for the Future](#) A Mental Health Workforce for the Future: A planner's guide, argues that workforce planning today places too much reliance on recruiting new staff through conventional training and education. Not enough is being done either to retain existing staff or to use their skills more efficiently or creatively.

The first step to a mental health workforce for the future, the guide argues, is to examine what kind of mental health service is needed locally. The size and skills of the current workforce should be assessed against this and any gaps identified. Managers can then decide how to fill the gaps, either by recruiting new staff or by changing the ways existing staff work.

Find out more and access a Briefing paper from the Sainsbury Centre for Mental Health website:

www.scmh.org.uk

- **If you are aware of documents/consultations that others may be interested in , please provide details to Sue Bennison for inclusion.**

HUG
Herefordshire User Group
Steve Wheeler
General Manager

- **HUG** is expanding and surging forward from strength to strength. The respect with which HUG is regarded is demonstrated by the many invitations it

receives, from the statutory sector and other agencies, to be involved in a variety of activities. Recent notable achievements include:

- **Training of Student Nurses:** HUG is involved in the design and delivery of the three-year **RMN Diploma course at University College Worcester.** Steve Wheeler, Amanda Leighton and Alison MacMahon attended the college to talk with tutors. The day went very well and tutors asked for HUG's advice on the form the syllabus should take and for any contributions we could make. The course begins in September 2003.
- HUG has been invited back to talk to current student nurses at the **Stonebow Unit.**
- Members of HUG will shortly be giving a presentation to nurses, at Mid Staffs General Hospital, who answer calls to the **NHS Direct** helpline. The subject matter will cover experiences of accessing help in crisis situations.
- **CPN Interviews:** Amanda Leighton joined an interview panel at the Resource Centre. She found the experience very positive and felt that, as a service user, her input was treated as equal to that of the clinicians.
- **BBC Hereford and Worcester** On 19th February, HUG took part in a presentation on the subject of suicide.
- **Presentations to Schools** Steve Wheeler and Amanda Leighton attended John Masefield High School in Ledbury to give a presentation on mental health issues to tutors. The tutors gave very positive feedback and the school will be recommending to other schools that they issue a

- similar invitation to HUG.
- **LIT:** HUG is back on the LIT (Local Implementation Team) and its voice is being heard.
 - **Stonebow Unit – Service Standards Survey:** Steve Wheeler and Steve Rayson are participating. The survey is going well. The results of the survey are being collated into a final report.
 - **HUG Group Attendance:** Group attendance throughout the country continues to grow. Figures for March show 44 contacts.
 - **Publicity:** Local artist, Peter Manders, has produced a drawing (free of charge) of HUG Trustees and Staff to be published shortly in The Hereford Journal together with a short editorial.
 - **HUG Promotional Material:** HUG will again be working with the London BBC TV producer, Tom Tanner, to create an educational video on mental health issues. This will be used for presentations to schools, colleges, rotary clubs etc.
 - Members of HUG have also been working with local filmmaker, Richard Urbanski, to develop “**Rollercoaster**”. This is a multi-media piece of educational artwork which will include film on video, CD Rom and pictures and true stories on website.
 - **Fundraising:** Welcome to Mark Ashbourne, HUG’s new Fundraiser, who joined HUG on 24th February.
 - **General Manager’s Retirement:** Steve Wheeler is intending to retire in the Autumn, with a target date of 1st September. This will mean there will be a vacancy to fill this post.

**Contact: Amanda Leighton on
01432 270050
amanda@h-ug.fsnet.co.uk**

MENTAL HEALTH PROMOTION
Roger Hanson
Mental Health Promotion Coordinator

- **Mental Health Promotion & Workplace**
The programme group are working on a sample survey of local employers to assess attitudes and understanding of mental health. This will include an opportunity to provide information about current practice in supporting mental well-being and encouraging employment for people with mental health difficulties. This survey will guide the work of the programme group which may include a mental health in the workplace forum, newsletter and annual award for employers who clearly promote and protect mental health in their workplace.
- **Alcohol Training**
As a reminder – don’t forget our Understanding Alcohol training day which we provide on a monthly basis. The programme aims to update and clarify knowledge of alcohol issues and prepare participants to recognise problematic drinking and understand brief intervention skills.
For further information or for course booking please contact Roger Hanson (01432 262851 rhanson@herefordshire.gov.uk).
Rachel Naya (01432 262852 rnaya@herefordshire.gov.uk)

CARERS

- **Herefordshire Carers Support**
:National Carers Week 9th - 15th June Herefordshire Carers Support are holding an Information Day at Hereford Town Hall, on Thursday 5th June from 10am-3.30pm. If anyone would like to have an information stand or send info. for display please contact **HCS on 01432 356068** and book as soon as possible. There is a £10 contribution requested from organisations towards expenses - buffet lunch mainly! - admission to the public is free. There will be a variety of events during Carers Week - programme to be published later
- **Carers Action** will be launching its Herefordshire Crossroads scheme during National Carers Week (June 9th - 15th). To celebrate this, we are organising a hot air balloon flight from the Chase Hotel in Ross-on-Wye. The balloon can take 3 people, and, in order that we can capture the spirit of partnership of the Crossroads scheme, they will be
- a Carer,
 - someone who works with Carers Action / Crossroads
 - a Social Worker / CPN who has made at least one referral to the Crossroads scheme (before the middle of May).

The selection for these lucky people will be based on the tried and tested method of 'names in a hat'.

- Please note: Carers Action has a new email address :
carersaction@btconnect.com

Any comments or items for inclusion in this newsletter ?

Please send to:

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