

MENTAL HEALTH MATTERS

MENTAL HEALTH MANAGEMENT TEAM INFORMATION

- **Steffen Cleaton** started working with the mental health service on Monday 25th April, as our **Booking Project Worker**. Steffen will initially scope and map the current systems used in mental health for booking/arranging appointments. In order to do this, he will contact you in the near future to arrange to meet up with you. His remit will include adult/older adult mental health, DASH and CAMHS. Following the scoping, he will assist in implementing a new system within national guidelines. Steffen will be working on site e.g. Resource Centres and from Moor House, where messages can be left for him. He will also have a PCT email account through which he can be contacted. If you have any questions, please contact Steffen in the first instance.
- It has finally been confirmed that Herefordshire Mental Health Services has been selected as one of the pilot sites for the **Essential Shared Capabilities Training**, which will begin in July. You can get more information on these by following this link:
www.dh.gov.uk/.../PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4087169&chk=fmaIxy-21k
I have negotiated about 30 places for this training and will be pleased to hear from anyone who would like to attend

- The **Car Park at the Stonebow Unit** is again giving some of us sleepless nights! I have handed over the management of the car park to Corporate Services who will be issuing new passes in the very near future. Many of you will have noticed new signs have been put up around the unit, I hope everyone has read them.

Mark Hemming

- Work is in progress to re launch the Recovery Forum. The purpose of the Forum is to promote partnership between all stakeholders and the promotion of best practice. More information will be made available soon

Rob Cunningham

- Information from MHOG (Mental Health Operational Group) MHOG has revised Terms of Reference which are available from any Operational Manager
 - Acute Day Care service policy was accepted
 - Further discussion took place re a training and risk assessment strategy in respect of suicide prevention
 - There has been discussion about how services can be developed regionally for people with a diagnosis of Personality Disorder and how this will impact on our local service. More information to follow.
 - Feedback from all of the Operational Groups.

**More information from any
Operational Manager**

- Work continues across the whole of the Health Community to re write the new **PAS(Patient Administration System)** which will go live later this year. The revised PAS is a key milestone in the NPfIT agenda and staff will be invited for training in the new system in the coming months.

Mark Hemming , Sally Simmonds, Rob Cunningham, Angie Kelly and Sue Bennison for more info.

ADULT MENTAL HEALTH SERVICE
Rob Cunningham
Operational Manager

- You may know that **Clive Appleby**, EI Co-ordinator has been off sick for a short period. We wish Clive well for a speedy recovery and, in the meantime, any operational queries to Rob Cunningham.
- **CSOG(Community Service s Operational Group)** has started a piece of work setting standards for record keeping and audit. This will be shared throughout the service
- **Andrew Strong, General Manager of Herefordshire MIND** attended CSOG to look at ways of improving/developing communications between our services. E.g service updates will be provided through this Newsletter

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OLDER ADULT SERVICE
Sue Bennison
Operational Manager

- Welcome back to Juliet Hickey . Juliet will be working four days a week in the North Team and one

day a week in the South Team until June 1st when she takes up a full time CPN post in the South Team

- Talking of which... Juliet's post has been made available through the retirement at the end of May of Owain Poole. Owain has worked in the Mental Health Service for many years and will be very much missed. However, the benefits to Mrs Poole of having her tea waiting for her when she gets home from work at night will be immeasurable. Many thanks and all good wishes for the future Owain.
- Outline plans for the re-provision of the **Nursing Respite Service at the Bob Izon Unit** have been accepted by PEC and the Trust Board. Further work is taking place to work up the detail of the proposals.

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ACUTE SERVICES
Sally Simmonds
Operational Manager

- **Dilys Price**, Health Care Assistant on Mortimer Ward has passed away after a long illness. Dilys will be much missed and we pass on our condolences to her family and to her colleagues in the Stonebow Unit.
- Attached to this document is a copy of a **service user satisfaction report** for the first 12 months of operation of the Crisis and Home Treatment Team. Please take time to read it. Further information from **Grace Harrison**

MENTAL HEALTH PROMOTION
Roger Hanson
MHP Manager

- **Media Skills Training Programme**: the Hereford pilot of this NIMHE backed initiative starts in May. The scheme offers training to mental health service users, advocates or carers to enable development of a local programme of positive mental health news and information - working with a range of media, particularly print and radio. The programme is virtually set up and ready to go - beginning with a briefing meeting for interested potential participants on **Wednesday 4th May, 1.30 pm at Moor House**. Following this there will be regular training sessions for the local group delivered by James MacAteer of the Media Action Group for Mental Health (MAGMH - based in Stoke-on-Trent) with assistance from trained colleagues from a similar pilot scheme in Worcester. The programme is being provided in Hereford by a partnership between the Mental Health Promotion Office and Herefordshire MIND, represented by Cath Eburne. It is envisaged that, following the training programme, the work of the local group could be launched as part of World Mental Health Day activities this year.
- The purpose of this programme is to develop locations around the West Midlands (including Hereford) to adapt, replicate and spread the kind of positive mental health media work around tackling stigma and discrimination, for which MAGMH have achieved a national reputation.

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GUIDANCE DOCUMENTS
 CONSULTATIONS
 TRAINING
 OTHER EVENTS

- **Mental Capacity Act 2005**: The Mental Capacity Bill received Royal Assent on April 7th. The Act provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. More information available from the Department of Constitutional Affairs website on www.dca.gov.uk
- A revised edition of the **Contact Directory for Mental Health** listing 140 voluntary organisations that support mental well being is available through the Department of Health website at www.dh.gov.uk
- Guidance and recommendations for the implementation of **routine Outcomes measurement** are now available in the form of a best practice document developed from the report of the Outcomes reference group chaired by Professor Peter Fonagy on behalf of the Department of Health. Available on NIMHE website www.nimhe.org.uk
- Three documents are available from the NIMHE website related to **“Healthy Body Healthy Mind”** for inpatient services, community services and service users. All available on www.nimhe.org.uk
- **Ten High Impact Changes**: The purpose of this discussion document is to support the collection of evidence and data to help identify which high impact changes are most relevant to service improvement for mental health

services. The 10 High Impact Changes are:

1. Treat home based care and support as the norm for delivery of mental health services
2. Improve flow of service users and carers across Health and Social care by improving access to screening and assessment
3. Manage variation in service user discharge processes
4. Manage variation in access to all mental health services
5. Avoid unnecessary contact for service users and provide necessary contact in the right setting
6. Increase the reliability of interventions by designing care based on what is known to work and that the service users want
7. Apply a systematic approach to enable the recovery of people with long term conditions
8. Improve service user flow by removing queues
9. Optimise service user and carer flow through the service bottlenecks using “process templates”
10. Redesign and extend roles in line with efficient service user/carer pathways, to attract and retain an effective workforce.

More information through the NIMHE website www.nimhe.org.uk

ALZHEIMERS'S SOCIETY
Dr Nick Wagner
Chair

- **Staff:** The Herefordshire Branch has now filled the vacancy for another befriender staff who we hope will commence in early April 2005. We also have a volunteer befriender who has commenced visiting clients.
- **Social/Fund-raising:** During Awareness Week the Branch will be holding an entertainment evening on

Tuesday, 5 July at All Saints Church, Hereford commencing at 7.30 pm. Brian Viner will be giving a talk about his book “Tales in the Country”. Further details will be issued at a later date.

- The Branch will also be organising a **Memory Walk** to take place on Saturday, 9 July.
- The Branch **AGM will take place on Tuesday, 5 July** to be held at All Saint’s Church, Hereford at 6.30 pm
- **Companionship Clubs:** The venue for the Companionship Club in Ross-on-Wye has now changed to **Room 14** at the Ryefield Centre.
- Hereford and Ross-on-Wye Companionship Clubs enjoyed an Easter treat with a lunch at the Pengethley Garden Centre.
- The Hereford Companionship Club will be entertained with a concert from Music in Hospitals for the April meeting.
- **Carer Support:** The Drop-In sessions held in conjunction with Age Concern at their offices in Gloucester Road, Ross-on-Wye are going well.
- **Anti-Alzheimer’s Drugs:** The Branch has written to NICE and to both Herefordshire MP’s to protest about NICE’s draft decision not to recommend that these drugs be prescribed on value for money grounds.
- **Percy Davidge** It is with sadness that we report the recent death of Percy at the age of 92. He will be remembered for his representing the Branch on the then DHME development group with his characteristic perspicacity and humour.

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

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INFORMATION, LEGISLATION
AND
GUIDANCE

