

# MENTAL HEALTH MATTERS

MENTAL HEALTH SERVICE  
Mike Thomas  
Manager of Mental Health Services

- Congratulations to **Rob Cunningham** on his appointment to the Adult Mental Health Operational Manager post which has taken immediate effect.
- Interviews for the **Mental Health Service Manager** post which were postponed from August 13<sup>th</sup> will now take place in late September .
- The Mental Health Service is currently exploring use of the **Modern Apprentices programme**. Modern Apprenticeships are an excellent way to develop employees with the skills and experience that the service needs. The Modern Apprentices, aged 16-24 , will get hands-on experience, on-the-job training and at the same time gain qualifications and could provide assistance for our hard pressed areas e.g.administration.
- **Agenda For Change:** Thanks to everyone for all of their efforts with regard to Job Descriptions. These are now in the process of being matched by the Matching Panel.
- There will be a meeting at the Raeside Medium Secure Unit on September 26<sup>th</sup> to discuss the issue of access to **secure beds for Herefordshire service users** .
- A meeting is taking place on September 10<sup>th</sup> to begin the process of agreeing the “**established (written) arrangements to ensure transition of care for service users between Child and Adolescent Mental Health Services (CAMHS) and the Adult Mental Health Service**. “

Contact: Mike Thomas 01432 262003  
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ADULT MENTAL HEALTH SERVICE  
Rob Cunningham  
Operational Manager

- Following interviews a candidate has been recommended, subject to references and checks, for the post of **Early Intervention Co-ordinator**. More info in the next Newsletter.
- Following Rob Cunningham’s promotion an advertisement will soon be placed for his substantive **Community Psychiatric Nurse (CPN)** vacancy in Hereford City Team 2.
- Following meetings with staff from **Herefordshire MIND Community Support Service** revised guidelines will soon be made available about how our respective organisations work together.
- **Dual Diagnosis Training:** A three day training event arranged through the APT organisation has been agreed. Invitations for CMHT representatives will be sent out in September.
- As part of the work from the **Preventing Suicide** Group, Rob Cunningham will be chairing a small group to look at the information that the service collects related to suicides in Herefordshire. The purpose of the group is to then identify what additional information we should be collecting in order to inform and develop our local policy.  
**Contact : Rob Cunningham 01432 262850**  
[rcunningham@herefordshire.gov.uk](mailto:rcunningham@herefordshire.gov.uk)

MENTAL HEALTH DEVELOPMENTS  
Sue Bennison  
Mental Health Development Manager

- A project, funded through the Performance Fund Grant, is about to commence in relation to services for older people with mental health problems. The aim of the project is to

determine whether a **specialist home support/care service** can be established using a variety of funding streams with the primary purpose of the service being to support service users in staying in their own homes for as long as possible thus delaying, or avoiding, admission to residential/nursing care.

- Goodbye and thank you to **Gwen Gillies**, Carers Liaison Officer with Herefordshire Council. From a Mental Health Service perspective Gwen has been a “ behind the scenes worker” but her work in establishing a number of services funded through the Carers Special Grant has made a positive difference to carers, and consequently to service users, particularly in the DMHOP service.
- Information has been widely distributed outlining proposed developments for a Crisis Resolution/Intervention Service and the first post associated with that development will be advertised shortly. To compliment the existing half time **Deliberate Self Harm** post funding has been agreed for a whole time mental health professional appointment. The focus of the work will primarily relate to people presenting to the Accident and Emergency Department at the County Hospital.
- A **Crisis Service Development day**, facilitated by colleagues working in the Postgraduate Programme in Community Mental Health at Birmingham University, will take place on October 16<sup>th</sup>. Invitees to the day include staff from the day service, inpatient area, community service, Approved Social Worker, DMHOP, Psychology, Division of Psychiatry, FACT/Assertive Outreach, Primary care as well as service users, carers and Herefordshire MIND.
- Another goodbye, this time to **Carol Mitchell** of Herefordshire MIND. Carol has obtained a post as Senior Practitioner in a therapeutic community in Gloucestershire working with women with anorexia nervosa. Many thanks for all of your work over the past nine years – the difference between then and now is

enormous! (Is Herefordshire MIND trying to match, or beat, the Mental Health Service Management Team in the “Management Clean Sweep Stakes”?)

- If you would like copies of the Acute Care Inpatient Forum or the Preventing Suicide Task Group minutes please contact Sue Bennison

**Contact: Sue Bennison 01432 262887**  
[sbenniso@herefordshire.gov.uk](mailto:sbenniso@herefordshire.gov.uk)

DEPARTMENT OF MENTAL HEALTH  
FOR OLDER PEOPLE  
MaryAnn Thomas  
DMHOP Team Manager

- Goodbye, many thanks and best wishes for the future to **Richard Warr**, Social Worker in the North Team. Richard leaves DMHOP at the end of September and he (and his sense of humour?) will be much missed.
- Welcome back to **Maxine Buck**, Assistant Social Worker, who returns to DMHOP in mid August having completed her social work training course.
- **Alison Chappell** begins her secondment to the North Team on September 1<sup>st</sup>.
- Best wishes to **Mandy Wheatstone Plant**, who has been appointed to the three day post working with Mo Williams.
- **Helen Patrick**, Nursing Assistant, is retiring from her full time post but will be starting immediately in a two day per week post in the South Team!
- Work has started on a **DMHOP Planning Framework**. The purpose of the Framework is to improve services for older adults with mental health problems by identifying a baseline of operational services thus clarifying what is provided and the direction needed to develop those services.
- **Good News:** Funding has been agreed to appoint to a Senior Practitioner Social Work post and an H Grade Nursing post in DMHOP. The post holders will act as Team Co-ordinators in the North and

South Teams and will also be responsible for providing professional support across both teams for their respective disciplines. Advertisements should be placed soon.

- The **DMHOP team manager** post has now been advertised.

**Contact: MaryAnn Thomas 01432 262891**  
[mathomas@herefordshire.gov.uk](mailto:mathomas@herefordshire.gov.uk)

INPATIENT SERVICES  
Margaret Reilly  
Senior Sister  
11 - and counting (hardly any  
time left at all)

- **Improving the Patient Experience:** Independent Patient Environment Action Teams (PEATs) have been established to undertake reviews at hospitals in relation to broad aspects of the patient environment. PEATs are made up of a wide range of NHS managers, patients and representatives from patient groups and hospital visits are undertaken, usually once a year to check on standards of hospital food and cleanliness.
- Hospitals are awarded a traffic light colour to denote a Good (Green), Acceptable (Amber) or Poor (Red) performance. Green hospitals provide high standards which always (or almost always) meet patient needs and generally exceed expectations - along with having implemented the recommendation set out in the Better Hospital Food programme.
- For 2003 the Stonebow Unit was successful in achieving a **green standard for both Food standards and Cleanliness.**
- Sister **Caroline Lovatt's** secondment to Leominster Community Hospital has been extended. Deputy Charge Nurse **Tim Wallin** will continue to act up to Ward Manager of Cantilupe Ward.
- Congratulations are extended to **Stephanie and Steve Powell** who are now the proud parents of a daughter, Jasmine Ann, born on 12<sup>th</sup> July and to **Elaine Grove** (nee Herbert) who was married to Pete on 16<sup>th</sup> August.

- Best wishes to **Emily Gibson** who is leaving her ward clerk post on Mortimer to start her nurse training.

**Contact: Margaret Reilly: 01432 364433**  
[margaret.reilly@herefordpct.nhs.uk](mailto:margaret.reilly@herefordpct.nhs.uk)

PLANNING AND PARTNERSHIP  
Partnership Officer  
Mike Metcalf

- The **Herefordshire Mental Health Strategy** is a 3 year plan that comes to an end in October this year. Despite this the Action Plan in the Strategy will continue and the LIT (Local Implementation Team) has just reviewed and revised all the original targets, plus the new ones that have come from the Department of Health since. This provides a new development plan for the whole service (statutory and independent sectors) that will be updated and monitored every quarter by the LIT. If you want a copy of this new "baseline" plan, please contact Mike Metcalf .

**Contact: Mike Metcalf on 01432 344344**  
[mike.metcalf@herefordpct.nhs.uk](mailto:mike.metcalf@herefordpct.nhs.uk)

INFORMATICS  
Simon Hamilton  
Mental Health Project Manager

- **ROLLERCOASTER** is a CD Rom that will be launched on World Mental Health Day, October 10<sup>th</sup> and subsequently used for education and mental health awareness raising and mental health promotion.
- The following information is taken from the Herefordshire Mental Health Website [www.herefordshirementalhealth.info](http://www.herefordshirementalhealth.info) Please do log on to the website to see and hear more.
- “ROLLERCOASTER is a media presentation of shared experiences, opinions, thoughts and ideas about our Mental Health. The following clips were chosen to showcase the work of individuals campaigning against the stigma of mental illness.

All sound clips, still images and text were created by the contributors to the programme. They were collected during a series of creative media workshops exploring the stigma and discrimination associated with mental illness.



The photographs were recorded in response to places, events and personal experiences during a time of recovery from illness. We have chosen a selection of the stories as an expression of thanks to everyone who participated in the Rollercoaster project. It is a great strength to be able to share personal experiences with others, and we are particularly grateful for being able to broadcast the stories online.

This is a first step in producing a document promoting health issues for and by users of the mental health services.

**Contact: Simon Hamilton on 01432 262032 [simon.hamilton@hhtr.nhs.uk](mailto:simon.hamilton@hhtr.nhs.uk)**

**HEREFORDSHIRE USER GROUP**  
General Manager  
Steve Wheeler

- **User Group in South Wales:** By invitation, Steve Wheeler and Phil Pankhurst visited a new user group in South Wales. HUG had been asked for advice on how to set up a user group and progress its work. The Group was very welcoming and appreciative of HUG's input.
- **Interviews:** HUG has been invited to send Service-User Representatives to sit on the interview panel for a new Manager

of Community Mental Health Services. These will be Robin Woodward and Steve Rayson.

- **Acute Patients Forum:** HUG will be sending two reps to sit on this Forum, the next meeting being on 3rd September 2003. These will be Phil Pankhurst and one other.

**HEREFORDSHIRE MIND**  
To be appointed  
General Manager

- Interviews for the post of **General Manager** will take place on September 1<sup>st</sup> 2003

**Contact: Herefordshire MIND office on 01432 271643: [admin@herefordshire-mind.org.uk](mailto:admin@herefordshire-mind.org.uk)**

**WRAP and RECOVERY FORUM**  
Caz Lithgoe or  
Jeannine Alsop  
Community Mental Health Worker

- **A series of five workshops** open to anyone with an interest in mental health who would like to learn more about WRAP (Wellness Recovery Action Planning) and Recovery will be held between 10.30am and 12.30pm in Committee Room 1 at Hereford Town Hall on **Wednesdays September 17, 24 and October 1, 8 and 15**. Topics will include Key Recovery concepts. Developing a Wellness Lifestyle, Crisis Planning and developing your personal WRAP.
- A further series of workshops will take place between 10.00am and 12.30pm in the Hereford Shire Hall on **Tuesday October 1<sup>st</sup> and Mondays October 7<sup>th</sup>, 14<sup>th</sup>, 21<sup>st</sup> and 28<sup>th</sup>**
- To reserve a place please contact **Jeannine Alsop**

**Contacts: Caz Lithgoe: 07944962252 or Jeannine Alsop tel: 01432 265123. 25-27 St Owen Street, Hereford, HR1 2JB [jeannine.alsop@herefordpct.nhs.uk](mailto:jeannine.alsop@herefordpct.nhs.uk)**

**DASH**  
(Drug Services Herefordshire)  
Angie Kelly

- Dash is currently involved in some exciting initiatives to involve users of our service in the planning and delivery of the services we offer. An excellent **Process Mapping** day was held in August which involved a wide variety of professionals and service users. The idea is to map the service in detail from a service user's perspective, identify the bottlenecks and problems and then think creatively about how to solve them. It is very interesting to go through this journey with an administrator, a manager, a commissioner, generic workers, service users, the family drug support co-ordinator, community workers etc all working together, but from different view points.
- We have also arranged meetings in a local pub, with food provided for more informal discussions. The main priorities are to find ways of reducing waiting times for services without compromising on quality, and to provide services that are appropriate to those accessing them. Exciting challenges ahead!  
**Contact: Angie Kelly 01432 263636**  
**Angie.kelly@herefordpct.nhs.uk**

**GUIDANCE DOCUMENTS  
AND  
CONSULTATIONS**

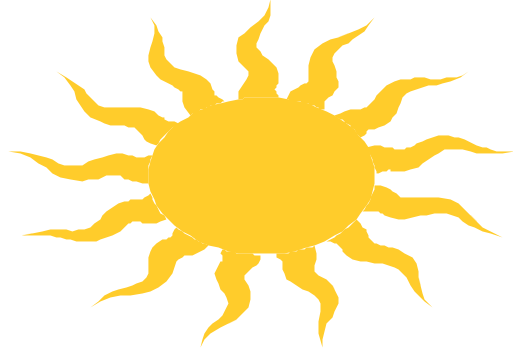
- **MORE THAN THE SUM OF ALL THE PARTS – Improving the whole system with Crisis Resolution and Home Treatment.** The four papers contained in this discussion document are interesting and thought provoking. Produced by the Northern Centre for Mental health and available on [www.ncmh.org.uk](http://www.ncmh.org.uk)

**CARERS**

- **Herefordshire Carers Support:**  
Announcing three new services starting this autumn, two for Young Carers and one in partnership with the Alzheimer's Society for carers of someone with a dementia related illness.
- On 15<sup>th</sup> October we will be launching our new project at the **Fred Bulmer Centre** (invites following shortly) – Wednesdays will be a 'drop in day' at the Centre for informal carers (particularly those caring for someone with a dementia related illness) to seek information and support. It will be staffed jointly by HCS and the Alzheimer's Society from 10.30a.m. – 3.30p.m with staff aware of services provided by each organisation. HCS will also staff Tuesdays on a similar basis. In addition information will be provided at Elmhurst signposting services available for carers.  
For information on this service ring:  
**Margaret James on 01432 356068**
- **Young carers** :A third Young Carers club will be starting on Monday, 8<sup>th</sup> September at Hinton Youth Centre. It will run alternate Mondays during school term times from 6 – 8 p.m. It is open to young carers already on the waiting list and to new referrals to the service. Transport to and from club is provided.
- **Befriending scheme** – this is a completely new service for young carers under 8 who are not old enough for clubs, siblings of a young carer who would find a 'listening ear' helpful and young carers who are not accessing other services and would benefit from the scheme on a short term basis.
- For referrals to either scheme ring:**Sally Thomas (for children north city and north Herefordshire) or Hywel Davies (children south city or south Herefordshire, Ledbury & Ross) on 01432 356068**
- The **Alzheimer's Society** is holding a new monthly Companionship Group for Carers and those they care for at Carers Action, Room 8, The Ryefield Centre,

Grammar School Close, Ross-on-Wye.  
The first meeting will be on Tuesday  
23rd September from 1.30 - 4.00p.m.  
The group is open to carers and ex-carers  
of people with dementia related illness.  
Carers can bring the person they are  
Caring for with them, but, as it is not yet  
fully staffed, the person with dementia  
cannot attend the group without their  
carer. Please contact **Lynne Drabble,**  
**Carer Support Worker on 01989**  
**564456** for further information.

- Carers Action has obtained funding from  
the Royal Mail to establish some **writing**  
**groups for people with care needs and /**  
**or their Carers.** If you know of anyone  
who may wish to attend (maybe as an  
alternative to 'traditional' day care) or  
would like further information, then do  
please contact **Pete Dunford on 01432**  
**272724** or email  
[peter.tab@btconnect.com](mailto:peter.tab@btconnect.com)



# HAPPY HOLIDAYS

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

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