

MENTAL HEALTH MATTERS

MENTAL HEALTH SERVICE
Mike Thomas
Manager of Mental Health Services

- Welcome to two new medical staff, **Dr Daryl Watts**, consultant psychiatrist based at 27a St Owen Street and **Dr Mark Barber**, SHO based at St Owen Street. This brings the medical staffing complement for the service to almost complete
- **The Emergency Out of Hours approved social work response** provided through Worcestershire County Council Emergency Duty Team (EDT) will end at the end of March. A meeting with staff from Shropshire County Council EDT takes place on January 17th to hopefully arrange a contract to replace this cover. If not successful, high level discussions with local authority to take place.
- The **National Treatment Agency** local service treatment plan has been completed for substance misuse service. Contact Phil Stevens Primary Care Trust- 01432 344344 or Danny Morris -DASH 01432 263636 for details.
- The financial position for the next three years has been agreed. Available development monies in 2003/4 will **focus on a crisis resolution service** with the £150k available. This is a healthier financial position than for some time in mental health. However, because of National Service Framework requirements the majority of the money is ring fenced for developments in the adult service so things are still tight.
- Patients Questionnaire. In addition to the Community Health Council /user led questionnaire,

- **The Commission for Health Improvement** nationally have set a requirement for a questionnaire to be circulated to 850 users on Care Programme Approach in Herefordshire. It is anticipated that the vast majority of the work will be carried out through an externally contracted organization.
- Recent visit to the Stonebow Unit by Dr Sue Ibbotson, Director of Healthcare Governance/Medical Director and Peter Boileau, Director of Planning and Development at the Strategic Health Authority following the Christmas period difficulties. It is anticipated that Herefordshire staff will be presenting information to the Strategic Health Authority soon to help improve the communication and support systems with that body and Raeside, the Medium Secure Unit for the West Midlands.
- The **review of DMHOP nursing** provision is nearing completion. A report produced by Bob Fiern of the Gloucestershire Partnership Trust will be made available outlining the review findings.

Contact: Mike Thomas 01432 262003
mike.thomas@herefordpct.nhs.uk

ADULT MENTAL HEALTH SERVICE
Simon Thompson
Adult Operational Manager

- Thanks to all those who have commented on the initial draft **Primary Care Pathways** document. A final draft will be made available soon.

- **Kim Parker**, who has been working with DASH has been appointed to the CPN post in Hereford City Team 1
- **Sally Macintyre** has been appointed to the Team Secretary post in Hereford City Team 1
- **The final draft of the Integrated Notes policy** will be out for consultation shortly

Contact: Simon Thompson: 01432 262850
sthompson1@herefordshire.gov.uk

MENTAL HEALTH DEVELOPMENTS
 Sue Bennison
 Mental Health Development Manager

- Shire Pharmaceuticals and Janssen-Cilag are working together to develop a new Alzheimer's support initiative called **DementiaLink**. Of particular interest is a new website –memoryclinic.com - providing information for the public, doctors and healthcare professionals. Also under development and available within the next couple of months is MEMOPAD – a "definitive memory clinical database"
 For more information contact Shirley Taylor, Healthcare Development Consultant on staylo13@jacgb.jnj.com
- No definite date yet but probably during late April the Mental Health Services for Older People Local Implementation Team (LIT) Education and Training Task Group plan to hold a one day conference/ awareness raising day - "**Mental health in Older People**" The conference is aimed at providing information on a variety of subjects such as information about mental illness, managing challenging behaviour, carer's information and care planning. It also aims to start the process of identifying what information and training is available and what is required. The conference will be open to staff within the statutory and voluntary sectors, carers and anyone else who may be interested. More info to follow.
- **The Herefordshire Multi Agency Procedures for Protecting Vulnerable**

Adults were launched on January 13th. The purpose of the procedures is to "**ensure clarity in the role and responsibility of staff and all people working with Vulnerable Adults when abuse is suspected or reported**" Formal copies of the document will be published and distributed in due course.

The message from the launch day was that adult protection is every bodies responsibility.

Abuse of adults can take many forms and professionals need to have the skills to recognise it and to provide an appropriate response. The joint procedures provide for a joint agency response to the issue of protection. An adult protection co-ordinator post is currently being advertised. Once in post the co-ordinator will work to the Vulnerable Adult Protection Committee in raising the profile of adult protection and organize multi-agency training.

- Feedback from **Mental Health Act Commission** visit on 15/16 January is very positive. More information will be made available following receipt of the Commission's formal report.

Contact: Sue Bennison 01432 262887
sbenniso@herefordshire.gov.uk

WELFARE RIGHTS
 Mike Fry
 Welfare Rights Manager

- **Changes to the benefits system**, that have been described as the 'biggest change in a generation', will be introduced in **April 2003**. Basically this means that the way means tested benefits for people of working age and pensioners will undergo major structural changes as will benefits for children living in families with incomes of up to £64,000 p.a.. **The Welfare Rights Unit** will be providing training in March outlining the changes(for statutory services staff) The Unit is currently looking at date(s), venue(s) and the appropriate structure for this, but need to know possible numbers before making any commitments. Potentially anyone and everyone who has

anything to do with service users benefits needs to know about these changes so it is possible that large numbers of staff would benefit from training. It would be possible to do a basic introduction on how the changes will impact on each of working age/children and pensioners in half a day, or an overview of the whole new system in a day, depending upon what people would most like. If you are interested in accessing this training would you contact either Rita Harrison for DMHOP staff or Simon Thompson for Adult Service staff outlining which claimant group you are interested in and whether you want a half or whole day session.

For independent or voluntary sector organizations, it may be possible for Mike to arrange training. Please contact him at the address below.

Contact : Mike Fry, Unit 306, Berrows Business Centre, Bath Street, Hereford. HR1 2HE: 01432 383539 mfry@herefordshire.gov.uk

INPATIENT SERVICES
Margaret Reilly
Senior Sister
18 - and counting

- All visitors to the Stonebow Unit need to know that contracts are about to be exchanged between the PCT and a wheel clamping company. Staff visiting the unit must sign in at Reception with a car registration number or **you will be clamped**.
- The Stonebow Unit nursing staff would like to thank all community based staff who helped out during our recent problems with special thanks to **Ian Bloore**.

Contact: Margaret Reilly: 01432 364433
margaret.reilly@herefordpct.nhs.uk

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

- **Isobel Southam** joins DMHOP on January 20th as a social worker working in the North team on Mondays, Thursdays and Fridays each week.
- **Juliet Hickey**, Community Psychiatric Nurse in the North team, is presently working in Uganda for five weeks with a Hands Around the World team. Juliet's team function is to provide nursing expertise but she, and the remainder of the team, is involved in building a school.

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

HEREFORDSHIRE MIND
Ian Clements
General manager

- **SWULP(South Wye User Led Project)** Hoping to move in to premises at the Oval in early March and to use this as the base for developing services south of the river.
- **SHIRES:** First inspection by the National Care Standards Commission took place on 5th and 6th December. All appeared to go well though the Inspectors are likely to refer to some of the building's shortcomings in their Report which we expect will be produced soon.
- **25th ANNIVERSARY:2003** is Herefordshire Mind's Silver Jubilee and we are planning a dazzling range of celebrity studded events and activities during the year!!! We would be particularly interested to hear from anyone who was around in those early days (1978) to help us write a ' Brief History of Mind in Herefordshire '.
- One of the Events we are planning is a conference in July on the theme of '**Mental Health and Learning**'. It will have a number of purposes including providing a forum for service users, mental health workers and college tutors to explore the

issues around mental health and learning in Herefordshire.

Contact: Ian Clements 01432 271643
Ian.clements@herefordshire-mind.org.uk

GUIDANCE DOCUMENTS
AND
CONSULTATIONS

- The Commission for Health Improvement (CHI) will soon begin a routine inspection of NHS Direct Midland Shires and would like to hear from local people who wish to talk about their experiences of the service. The inspection, known as a clinical governance review, will take 17 weeks and looks at the management, provision and quality of services provided by NHS Direct Midland Shires. The routine inspection (clinical governance review) will take place at NHS Direct Midland Shires which provides telephone health advice to callers from Shropshire, Staffordshire, Worcestershire, Warwickshire and **Herefordshire**. To arrange a confidential appointment, to send comments or for more information, phone CHI on 0845 601 3012 (charged at local rate), quoting NHS Direct Midland Shires or email andrea.gordon@chi.nhs.uk All information will be treated anonymously and in the strictest confidence.
- **Do you want to suggest a topic for the NICE work programme?** The National Institute for Clinical Excellence (NICE) is piloting a topic suggestion process on its web site so that members of the public, health care professionals, NHS managers and other interested stakeholders can suggest clinical conditions and treatments that they would like NICE to develop guidance on. The Department of Health and Welsh Assembly Government will assess all proposals received during the pilot period, which runs until January 31 2003, and decide whether to refer the topics that have been suggested to NICE for guidance development. Website address for more information: www.nice.org.uk
- **Electroconvulsive Therapy (ECT)**
After considering the feedback from consultation, the NICE Appraisal Committee has prepared a Final Appraisal Determination (FAD) on the clinical and cost effectiveness of electroconvulsive Therapy (ECT) for depressive illness, schizophrenia, catatonia and mania. and submitted it to the Institute.
Subject to any appeal by consultees, the FAD may be used as the basis for the institute's guidance on the use of the appraised technology in the NHS in England and Wales. Website address for more information: www.nice.org.uk
- The **Gannon Report**, an assessment report on the **Kent Custody Nursing service** is available on www.homeoffice.gov.uk/prog/gannon_reportpdf
- Some interesting material is available about mental health issues, Appropriate Adults and increased use of health care professionals working within police custody suites in the **review of the Police and Criminal Evidence Act (PACE)**. Website address is:
➤ www.policereform.gov.uk/news/pacereview2002/pdf
- **Primary Solutions** – “an independent policy review on the development of primary care mental health services.” Produced by the Sainsbury Centre for Mental Health and the NHS Alliance. Primary Solutions' is available from SCMh @ £Tel: 020 7827 8352 (Publications), 134-138 Borough High Street, London SE1 1LB or download the Executive Briefing on 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.**

PALS AND INVOLVING PEOPLE
TEAM

Euan McPherson
PALS Co-ordinator

- The User Involvement Team has changed its name to the **Involving People Team** to aid clarification of their role. We are currently developing some new ideas about how to effectively involve local people in developing and monitoring services and hope to be able to publicize these soon.

Contact: Euan McPherson 01432 262023
euan.mcpherson@herefordpct.nhs.uk

CHILD AND ADOLESCENT
MENTAL HEALTH SERVICE
(CAMHS)

Yvonne Clowsley
Locality Manager

- **CAMHS Assessment Pilot Scheme**
A triage assessment service was piloted from June-October 2002. A summary of the report states:
 - Waiting times for first appointments can be maintained at about six weeks provided no change in referral rates or staffing
 - Waiting list for patients for first appointment will transfer to a wait for treatment.
 - Only children with severe mental health problems where there is evidence-based treatment will be seen. Disorders with significant difficulties will not be offered follow-up.
 - CAMHS will continue the assessment triage process for all routine referrals .
 - **Always accepted for diagnosis and treatment:** Psychosis, Depression, Attention Deficit/Hyperactivity,
 - Obsessional Compulsion disorders, Severe Anxiety, Eating disorders, Post Traumatic Stress disorders, Autistic Spectrum disorders
 - **May be taken on if evidence base for intervention:** Encopresis, Enuresis,

Anxious school non-attendance,
Personality problems

- **Referrals not taken on:** Substance and alcohol misuse, Conduct disorders over 13, Developmental disorders without concomitant psychiatric disorder, Young people with learning disability, Young people over 16 who have left school
- Contact: Yvonne Clowsley, Locality Manager on 01432 378910**
Yvonne.clowsley@herefordpct.nhs.uk

HEREFORDSHIRE USER GROUP
ADVOCACY SERVICE

Philip Pankhurst
Manager

- Regular advocacy visits now being made to Aston House Residential Care Home. Our thanks are due to Mark and his staff for their encouragement and support.
- Thanks to the Community Fund, we now have the **Child Poverty Action Group's Welfare Benefits Information** system on our computers, and we can now offer confidential advice on all types of benefits.
- The Manager modestly announces the award to him of a First Class BA(Hons) in Humanities by the Open University, the reward for six years hard labour. Suggestions are welcomed as to what to do with all free time he now enjoys. (*voluntary work in the mental health service?-Ed*)

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

MENTAL HEALTH FORUM
Dean Storey

- Further information about the research to take place in the Stonebow Unit. "Herefordshire Mental Health Forum has been commissioned by the Community Health Council (CHC) to carry out the

above piece of work. The terms of reference for the project are as follows:

- The Mental Health Forum will undertake an in-depth study of the Stonebow Unit. This will involve talking to users of Stonebow about their experiences of the facility and what they think of the service. They will be required to cover a whole range of topics such as the building itself, décor, lighting, staffing issues, available facilities, access, treatment, food etc.

Once this study has been completed, The Mental Health Forum will then compile a report commenting on all aspects of their research – their methods, their findings and their recommendations. These recommendations should include both quick, non-costly improvements that could be made, as well as long-term solutions, which may need funding.

A steering group comprising of members of the CHC and members of the Mental Health Forum is managing the project.

Contact Dean Storey on 01432 263064

or

**c/o HCCA, Chapel Yard,
Burgess Street, Leominster
HR6 8DE: Tel 01568 613333**

CARERS

- **Herefordshire Carer's Support (HCS)** offers a **Short Breaks Scheme** to give carers a break on a regular basis or on a one-off but pre-planned basis to cover appointments, family events etc. Sessions are usually up to four hours and a charge of £3.00 per session is made towards the costs. The care is provided by agencies on the Social Service list of Approved Care Providers and HCS would always approach the carer's choice of agency in the first instance, For more details or a leaflet explaining the scheme contact:
HCS on 01432 356068

- **Herefordshire Crossroads: Take a Break and Crossroads - Caring for Carers** have formed a unique partnership with Herefordshire Council to deliver a dedicated service for carers, to provide

them with time for themselves and a break from their caring responsibilities. In order for this to happen with a good outcome for both, Crossroads will match a trained experienced paid care assistant to the needs and interests of the person with care needs.

The funding for this pilot project is from the Carers Special Grant and 2145 care hours are available across all client groups

50% older and physically disabled people (1072.5 hours)

25% people with mental ill-health including dementia (536.25 hours)

20% disabled children with physical and/or learning difficulties (429 hours)

5% people with learning difficulties (107.25 hours)

For a Take a Break or Herefordshire Crossroads service contact

Carers Action on 01989 567443

Any comments or items for inclusion in this newsletter ?

Please send to:

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Widemarsh Common,
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