

MENTAL HEALTH MATTERS

MENTAL HEALTH SERVICE
Mike Thomas
Manager of Mental Health Services

- Interviews for the **Mental Health Operational Manager** post will be held on July 28th .
- The advertisement for the **Service Manager** post has been placed and interviews are to be held on August 13th. Staff will be contacted about representation on focus groups as part of the interview process.
- **The Community Health Council/Mental Health Forum report** on the Stonebow Unit has been produced in draft form. There are a number of concerns about the way in which information has been presented and clarification is being sought from the CHC/ Mental Health Forum about how the concerns may be addressed.
- A reminder to staff that they are required to complete **manual handling training**. Many staff have now completed the training but there are still short falls particularly .in DASH, Oak House and Medical Staffing
- Reminder that **up to date Health and Safety posters** must be on display. If the one in your building has a date prior to 2000 on it, or if you haven't got one, please let me know. Thanks to those areas who have already done this.
- **Agenda for Change**. Recognition that those staff from mental health on the matching panels will be having to focus on this work soon. Please note that they may not be able to give as much focus to their normal roles as possible and assist them to release time to attend the panels.
- Please remember to keep up to speed on the Agenda For Change Newsletters and Briefings. Roadshows are starting this month on the Knowledge Skills Framework

- **Herefordshire Council Job Evaluation Scheme**. The Council has issued a statement stating that
'the current single status and Job Evaluation package has been withdrawn and will not be imposed....we are jointly committed to finding a way forward for further negotiations. The trade unions tabled various proposals which will be discussed at the next meeting on 17 July 2003'. Please ensure that staff are aware that the 'withdrawal' of the Job Evaluation scheme only applies to Herefordshire Council – it does not apply to Early Implementer sites and Agenda for Change.
- **Letter from Paul Bates, Chief Executive STAR RATINGS - HEREFORDSHIRE PCT PERFORMANCE**

The Commission for Health Improvement (CHI) has today published NHS performance ratings for the year 2002/03 and I am delighted to let you know that the PCT has been awarded 3 Stars for its performance as a PCT, and 2 Stars for its provision of Mental Health Services. The rating system places performance into one of four categories, from 0 Stars at the lowest level to 3 Stars at the highest level - so we can be very proud of this achievement.

The Star Ratings are based on a combination of targets and indicators covering many factors including, for example, waiting times, indicators of public health and patient satisfaction. Following on from the very positive report we received last year from the Commission for Health Improvement, this is further recognition of the progress we are making in Herefordshire. On behalf of the Board of the PCT, our PEC, and our Management Team I would like to thank all our staff, our practitioners, and their staff for the hard work and commitment which have produced such a favourable rating.

The PCT achieved 9 out of 9 key targets as follows:

- Access to a GP

- Access to a primary care professional
- Number of in-patients waiting longer than the standard
- Total time in A&E
- Single telephone access - implementation plans
- Four week smoking quitters
- Improving working lives
- Financial management

The PCT's Mental Health Service achieved 7 out of 7 key targets as follows:

- Assertive outreach team implementation
- CMHT integration
- Mental health minimum data set implementation
- Number of out-patients waiting longer than the standard
- Improving working lives
- Hospital cleanliness
- Financial management

In examining other indicators, the Mental Health Service achieved high scores for clinical and patient focus, but its performance was judged to be in the lowest band in relation to suicide rates and for the transition of care between services (for example, between adult services and services for older people with mental illness). Although having separate indicators in relation to mental health is useful, it is very important to stress that we are one organisation and any Star Ratings are a reflection on all staff. The PCT as a whole needs to address how the mental health service can tackle some of the areas highlighted by CHI.

This is a good day for the PCT and our Mental Health Service. As always, there is a huge amount that still needs to be done to improve all our services and having set ourselves such a high standard, the challenge will be to maintain it. For the moment, though, this is an occasion we should simply enjoy.

If you would like to see much more detail about the Star Ratings, they are available at www.chi.nhs.uk/eng/ratings/2003

I am also going to arrange for all staff representatives to have a paper copy within the next few days.”

- **Good News from the Joint Review:** Joint Reviews, undertaken jointly by the Audit Commission and the Department of Health Social Services Inspectorate provide an independent assessment of how well the public is being served by social services locally. The report of the Joint Review of Social Services in Herefordshire has just been published and has concluded that “some people are being served well and that there are promising prospects for improvements in the service.”
- Specific achievements noted included:
 - People receive a prompt service
 - Much improved outcomes in Children’s Services work
 - Bold decisions to change services in Mental Health and Learning Disabilities Services are bearing fruit
 - Partnerships with other agencies are strong and effective
- Areas for improvement are
 - Consistency in case management practice
 - Increasing the range of provision for older people
- The main area of challenge is:
- Handling a finite budget against a backdrop of increasing service demand.

An Action Plan is in place to take the next steps in improving the Council’s performance.

➤ **Contact: Mike Thomas 01432 262003**
Mike.Thomas@herefordpct.nhs.uk

ADULT MENTAL HEALTH SERVICE
 Rob Cunningham
 Operational Manager

- **Farewells:** Goodbye and best wishes for the future to **Ann Farmer**, Outpatients Clerk at 25 –27a St Owen Street and **Ralph Morris**, Community Mental Health Worker most recently working in the Assertive Outreach Service. Many thanks to you both for your contributions over the years to the Mental Health Service.
- **Congratulations :** To **Yvonne Lane**, Community Psychiatric Nurse in Hereford City CMHT 2 on the birth of Molly and to **Barry Donovan**, Specialist Alcohol Worker in the

Community Alcohol Service on obtaining his PGCE/Cert Ed (Pc ET) after two years part time study

- **Jackie Nicholls**, Co-ordinator of Eating Disorder Services is sending out a questionnaire shortly re. eating disorders .
- Jackie Nicholls and Christine Anderson, CBT Nurse-Specialist are planning to run a **12 week psycho-educational group for sufferers of bulimia**. Further information including group details and an outline of sessions is available from Chris or Jackie so, please contact them at 62, Etnam Street or 25 – 27a St Owen Street in order to get more information or make a referral.

Contact : Rob Cunningham 01432 262850
rcunningham@herefordshire.gov.uk

MENTAL HEALTH DEVELOPMENTS
Sue Bennison
Mental Health Development Manager

- Sue Bennison and Iain Braggins, Primary Care/Community Psychiatric Nurse in the North Herefordshire CMHT recently attended a **Herefordshire Midwives and Health Visitors Study Day** to share information about the recommendations in the Preventing Suicide Action Plan with particular reference to the Confidential Enquiries into Maternal Deaths in the United Kingdom which has reported very triennium since 1952 and which, since 1997 has had separate recommendations for midwifery and psychiatry.
- The presentation, which was addressing areas such as risk assessment, communication between agencies, care planning and mental health awareness has led to an agreement to undertake some joint work to take this agenda forward.

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

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

- Congratulations to **Alison Chappell** who will be taking up secondment with DMHOP North

Team from her substantive post on Cantilupe Ward. Alison is covering Paul Bayliss' secondment to provide cover for Paul Kingston who has been seconded to Adult Mental Hereford City CMHT 2. Paul Kingston is providing cover for.... We'll stop there – the list is endless!!

- All good wishes to **Gale Evans**, DMHOP Assistant Social Worker, who goes on maternity leave on July 31st.
- Best wishes to **Andrew Boar**, Diploma in Social Work student in the DMHOP team. Thank you for your contribution to the DMHOP service and much success in your future career.

Contact: MaryAnn Thomas 01432 262891
mathomas@herefordshire.gov.uk

PLANNING AND PARTNERSHIP
Partnership Officer
Mike Metcalf

- **Autumn Assessment of Mental Health Services** : Since the National Service Framework was published all areas have had to review their services each year and submit them to the Region, or more recently to the Strategic Health Authority. This year is effectively Stage 5. It is a big exercise that involves many people working in and outside of the service, and co-ordinated by the LIT (Local Implementation Team). This year's deadline is October 17th, and it involves 4 sections :
 - Self Assessment of 41 aspects of service (using a red/amber/green rating)
 - Finance Mapping
 - Service Mapping (on a website run by Durham University)
 - Themed Review - only one this year - the LIT itself!

If you want to know more or want to see the reviews from other years, contact Mike Metcalf,

- **The All-Set Consortium** (employment support and training providers for people with disabilities and mental health needs in Herefordshire) has appointed to a 24hour/week Development Officer post (subject to references and checks)

The person appointed to the post has extensive knowledge of the business/commercial world in Herefordshire which will be put to good effect in developing new opportunities with local employers. He will represent the All-Set member organizations to employers and employers groups and associations. Very importantly, he will also co-ordinate approaches to local employers amongst the All-Set members.

This is an important milestone in the partnership approach that we have developed towards employment for people with disabilities and mental health problems.

Contact: Mike Metcalf on 01432 344344
mike.metcalf@herefordpct.nhs.uk

HEREFORDSHIRE MENTAL
HEALTH FORUM
Project Worker
Dean Storey

- Herefordshire Mental Health Forum is pleased to announce the publication of Herefordshire's first ever directory of mental health services available in the county. '**Directions**' provides contact details and a description of over 120 services, both from the statutory and voluntary sectors. There is also a step-by-step guide to getting help in an emergency.

It will be a valuable resource for any individual, professional or otherwise, who may want to find out what services are out there. 'Directions' will be available from GP surgeries, libraries, schools and colleges and a range of other local outlets. Herefordshire Mind will also be distributing. It is planned to look for funding to reprint an updated version in early 2005.

There is an update sheet included in the directory which should be returned to Simon Hamilton, NHS informatics, at Victoria House. The directory is linked to :

www.herefordshirementalhealth.info and any new information will be updated on both services.

Contact Dean Storey on 01432 263064
or
c/o HCCA, Chapel Yard,

Burgess Street, Leominster
HR6 8DE: Tel 01568 613333

HEREFORDSHIRE USER GROUP
General Manager
Steve Wheeler

- **Nurse Training :** On 17th June, staff and reps from HUG visited Mid Staffs General Hospital (by invitation) to have input into the training of nurses who answer calls to the NHS Direct Helpline. It was very informative for HUG too as we learned more about how their system operates. We received very positive responses from the nurses – to quote but one: “I did not realise that there was this type of organised/professional but informal support available!”. NB: HUG takes evaluation forms to all its presentations for people to enter their comments. This is how we know we are on the right track!
- **Presentation to Red Cross:** On request, Amanda Leighton visited the British Red Cross in Hereford on 30th June to give a one hour promotional presentation on HUG and mental health issues. She spoke to 20 of the volunteers from the “Home from Hospital” scheme. Several of the volunteers said they had friends or relatives who could benefit from HUG and promised to recommend HUG to them.
- **Retirement of General Manager :** To give the new Advocate time for training, Steve Wheeler will now be retiring on 1st October. Phil Pankhurst will be taking over as General Manager on that date.

HEREFORDSHIRE MIND
To be appointed
General Manager

- Interviews for Herefordshire Mind **Chief Executive** took place on July 11th 2003. No appointment was made. The post has been re-advertised this time as a General Manager. The interviews are scheduled to take place on 1st September 2003.

- **Tiz Chapman** retires at the end of July. Tiz will be greatly missed; she pioneered the Education Service at Herefordshire Mind and was instrumental in making the Service the tremendous success it is today. We wish Tiz all the very best for the future.
- **Cath Eburne** will be taking on the full time Co-ordinator role for LEAP from 1st September 2003.
- We welcome **Linsey Pedersen** the new Admin Support Worker for LEAP.
- To celebrate Herefordshire Mind's Jubilee, the following will take place:
 - A **Wine and Cheese Party** will be held on 26th July, tickets £5. For more information contact Tiz or Cath on 01432 359635.
 - Leominster Day Service is having a **sponsored walk** from Leominster to Hereford on 1st August. All are welcome.
 - **Fun walk and Barbeque** from the Swimming Pool. Contact 01432 275770 for further information.
 - Film Showing at the Courtyard ' **Beautiful Mind**' on 13th September. Tickets £5&£4 cons, available from the Courtyard or the Tourist Information Centre.
 - **Grand Jubilee Ball** at the Town Hall in Hereford on 13th November. Tickets £15, contact 01432 271643 for more information.

- Herefordshire Mind will shortly be advertising for 2 part-time workers to take on responsibility for maintaining and **developing gender specific groups and to promote Service User Involvement**. For further information Contact Carol Mitchell on 01432 359635.
- A very successful **Mental Health and Education Conference** was held on July 15th. About 150 people attended the Conference which was informative and challenging in looking at how people who experience mental health difficulties can access educational opportunities.

- **MIND OUT –Rural Transport Project:** Herefordshire MIND has received notice from The Countryside Agency that a grant of £195,550 has been approved for the above project, developed in partnership with the Mental Health Service, commencing 1st October 2003 for two years. The Project meets the requirements of the Rural Transport Partnerships in Herefordshire Revised Action Plan, particularly to help tackle poverty and isolation in the county. Also to work towards ensuring that all mental health service users have access to the full range of opportunities enjoyed by the whole wider community. By using a Transport Broker/Co-ordinator at its heart, the Project will aim to help people engage with the variety of travel options available and to maximise the use of existing transport services. A Travel Trainer will encourage and support people either to use existing services for the first time, or to return to using them. Only when no suitable existing services can be found will a dedicated in-house service be provided to meet gaps. These gaps will be identified and monitored regularly through consultation with a range of Herefordshire MIND service users, HUG, local Discussion Groups, Community Mental Health Teams and other interested parties.

Contact: Herefordshire MIND office on 01432 271643: admin@herefordshire-mind.org.uk

**GUIDANCE DOCUMENTS
AND
CONSULTATIONS**

- **What To Do If You're Worried A Child Is Being Abused** This guidance document was publicized in the June Newsletter. The Herefordshire ACPC (Area Child Protection Committee) has asked that the following statement is noted: "This practice guidance which you have either received, or are about to, is aimed at all practitioners concerned with 'promoting children's welfare and safeguard them from harm.' Herefordshire Area Child Protection Committee (ACPC) welcomes the document.

However, it is to be used alongside Herefordshire ACPC interagency guidelines issued in January 2003, and relevant protocols. The ACPC guidelines detail the approach locally.

If you have any questions please speak to your agency's child protection advisor. If you are unsure who this is please contact Gaye Sheridan (ACPC Training and Development Officer at Herefordshire Council)"

➤ **Attitudes to Mental Health in Great Britain**

The survey presents data from the seventh survey of attitudes to mental illness in Great Britain. Nearly 2,000 people took part.

Among the key findings are:

Attitudes towards people with mental illness stayed about the same between 1993 and 2000 but they have become slightly worse between 2000 and 2003.

The vast majority of respondents have a caring and sympathetic view of people with mental illness with 89% of respondents agreeing that society has a responsibility to provide them with the best possible care. This compares with 94% in 2000.

More statistics are included in the document. Also available on the same website:

➤ **The mental health of children looked after by local authorities**

➤ **The mental health of older people**

➤ **Better or worse – a longitudinal study of the mental health of adults living in private households in Great Britain**

and much more on www.doh.gov.uk/public/surveys.htm

PALS AND INVOLVING PEOPLE TEAM
Co-ordinator
Euan McPherson

- **Workshops for service users and carers:** In June we held the first training sessions for service users and carers who are involved in how health and social care services are planned, monitored and developed. Although there are increasing opportunities for users and carers to get involved there has been little training and support to date to help them do so.

We want to change this and acknowledge the immense contribution that users and carers make. In the workshops we are looking at topics such as how meetings work, NHS and social services structures, the history of user involvement, how to influence an agenda and create change, and how to be an effective user/carer representative. At present we are planning to hold workshops every couple of months, so please let any service user or carer who may be interested know. Workshops will always be held in accessible venues throughout the county, so that they are available to all. For more information please contact :

- **Helen Lee, Involving People Team Coordinator, telephone: 01432 262027, email: helen.lee@herefordpct.nhs.uk**

MENTAL HEALTH PROMOTION
Roger Hanson
Mental Health Promotion Co-ordinator

- **Understanding Alcohol Training:** A reminder to all across the mental health service network – this generally multi-disciplinary one-day foundation course around alcohol issues is accessible on a monthly basis. The course covers the establishment of a current common knowledge base, recognising signs of problematic drinking and exploring possible opportunities for brief interventions. Limited places are still available for 20th November course, with places currently freely available for January 2004 onwards. Early booking is however advised. For a course flyer and booking enquiries, please contact Rachel Naya,
Contacts: Roger Hanson 01432 262882 rhanson@herefordshire.gov.uk),
Rachel Naya (01432 262881 rnaya@herefordshire.gov.uk)

CARERS

- The CarersUK website has some interesting research details regarding Carers – go to www.carersonline.org.uk for their latest report

“Missed Opportunities” which catalogues some very familiar sounding messages – but also some recommendations for improvements. As a professional working with Carers, you can also ask for regular updates including summaries of research, in-depth policy and parliamentary briefings etc to keep you up to date with legislation impacting on carers by ringing Carers UK on 020 7566 7602. For example are you aware of the new rights for Carers under the Community Care – Delayed Discharges Bill?

- Carers Action now has a new base in Hereford at The Fred Bulmer Centre in Wall Street (although our main admin base will continue to be at the Ryefield Centre in Ross). The Centre is providing office accommodation, interview and meeting / training rooms for the voluntary sector. Herefordshire Community Care Alliance has also moved to the Centre and their new telephone number is 01432 265856.

Contact: Jill Jones at Carers Action on 01432 272724

NOTICEBOARD

- What “notice boards” exist that are accessible to service users or indeed anyone working in the Mental Health Service or allied statutory, voluntary and independent sector organisations to post messages publicising ideas and seeking out others to help? If you know of any, please let us know. Alternatively, use the new Noticeboard facility in this Newsletter. All ideas/ comments/ requests for assistance welcome.
- A service user in Leominster wants to start a weekday drop-in offering a place of social contact within the setting of a coffee bar/display gallery for local artists. If you know of anyone who might be interested in helping to get this off the ground, please let me know so I can put them in touch.- Barrie Donovan at the Community Alcohol Service, 01432 357825 or you can email barrie.donovan@herefordpct.nhs.uk.
- **If you want to put a message on the notice board, please contact Sue Bennison**

NIMHE DEVELOPMENT OPPORTUNITIES

CAMHS Tier 4 Project Manager

Salary level: £35 to 40 k pro-rata 0.5 whole time equivalent

Terms: 2 year secondment / fixed term contract

An opportunity has arisen for a secondment / fixed term contract to take forward the West Midlands Strategy for Tier 4 Services. Working within a wider programme of CAMHS development hosted by NIMHE West Midlands, the post holder will further develop and refine the Strategy for Tier 4 services to support West Midlands Health and Social Care communities to develop Comprehensive CAMHS.

This is an exciting time for CAMHS, on the brink of major investment and modernisation and this post offers a challenging development opportunity for the right candidate. The post will require a flexible approach coupled with the ability to work with minimal supervision and deliver high quality development support.

For an informal discussion, please contact Keren Corbett on 07967 395742 (by 7August) or Alastair McIntyre on 01527587621. For a detailed job description, please contact Usha.Kumar@nimhe.wmids.nhs.uk.

Application by CV and a covering letter of not more than 2 sides of A4 detailing the skills and experience you could bring to the post.

The closing date for applications is 16th August 2003.

Project Manager- Early Intervention

Salary level: £30-35k

Terms: 2 year secondment / fixed term contract

NIMHE West Midlands is seeking to recruit a Project Manager to support the development of Early Intervention Services. Working within the wider 'Community Teams' programme, and specifically supporting the EI Programme /Training Lead, the successful candidate will play a key role in service development.

This post offers an exciting development opportunity for the right candidate. Applicants will require significant expertise in developing of new ways of working, coupled with sound project management skills and strong leadership abilities.

For an informal discussion, please contact Keren Corbett on 07967 395742 (by 7th August) or Alastair McIntyre on 01527 587621. For a detailed job description, please contact Usha.Kumar@nimhe.wmids.nhs.uk.

Application by CV and a covering letter of not more than 2 sides of A4 detailing the skills and experience you could bring to the post.

The closing date for applications is 16th August 2003

Please send to:

**Sue Bennison
Moor House,
Widemarsh Common,
Hereford HR4 9NA
Tel 01432 262887**

sbenniso@herefordshire.gov.uk

This is the 12th edition of this Newsletter thus subject to a very informal annual review. In the first edition in August 2002 the Newsletter read: "The intention of the Newsletter is to provide space for short, sharp snippets of news with links to more substantive information. It will be produced on a monthly basis under a variety of headings to reflect a range of activity"

For comparison:

August 2002	July 2003
4 pages	8 pages
135 paragraphs	218 paragraphs
395 lines	764 lines

Is this still what you want or do you have ideas for change/development? Please let me know if you have a view

Any comments or items for inclusion in this newsletter ?

