

MENTAL HEALTH MATTERS

MENTAL HEALTH SERVICE
Mike Thomas
Manager of Mental Health Services

- **Interviews for the Service Manager** post will take place on Thursday, September 25th
- A useful meeting of Adult Mental Health and CAMHS medical staff has taken place to explore **the CAMHS and Adult services interface**. Agreement was reached to trial a new approach to the age cut off and work towards the development of an out of hours protocol.
- **Mental Health Improvement Report**. Requirement to provide a report for the Strategic Health Authority on how the Mental Health Service will move from 2 to 3 stars and how the Crisis Resolution, Early Intervention, Assertive Outreach and Suicide Prevention plans are progressing. A lot of work is needed between now and the end of October to complete these tasks
- **Supporting People** audit is currently taking place. Mike Thomas is meeting the auditors on September 30th hence the request to obtain comments from all areas. Hope to be able to report benefits of development as well as challenge areas.
- **Lizzy Brown** has begun work on a 6 month project of pulling together the data base for CPA. She will be visiting sites around the county with a view to supporting the developments within individual teams.
- There will be an inspection visit from the **Royal College of Psychiatrists** on 19th November.
- The **Out Of Hours service for GPs** provided by Primecare is now in place. Some early teething difficulties as expected but generally reasonable from mental health point of view.

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ADULT MENTAL HEALTH SERVICE
Rob Cunningham
Operational Manager

- Congratulations to **Fiona Bird** who has been successful in her application for Hereford Community Mental Health Team 1 Community Psychiatric Nurse (CPN) job share with Lisa Barton. Fiona hopes to take up post within the next couple of weeks.
- Welcome to **Alice Crothers and Eleanor Wiltshire**. Alice has been successful in her application for the Receptionist post at 25 – 27a St. Owen street and hopes to start work at end of the month. Eleanor was successful in her application for receptionist/team secretary at the Knoll
- The **CPA (Care Programme Approach)** group has met (Simon Hamilton is now CPA lead) CPA policy document should be widely available to all areas in paper form and is also available on the intranet. If you haven't received a copy please contact Rob or Simon. The CPA group will continue to meet to look at issues around implementation and development.
- **Agenda For Change**: Job descriptions for mental health service staff should now all be in and the process of job matching is well under way. A personal thank you to all staff who have worked so hard in the job description updating process.
- **CAS (Community Alcohol Service)** is about to carry out a survey of Service User views about the service provided by their team. This would be useful to carry out in all teams in the future, and on an annual basis. If any teams have any

thoughts about this could they contact Rob.

- **The South Herefordshire Community Mental Health Team** will be starting a pilot extended hours project in November. In order to achieve the extended hours certain staff members will be working over a four day week. More information about this new development for Herefordshire in the New Year.

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MENTAL HEALTH DEVELOPMENTS
Sue Bennison
Mental Health Development Manager

- A reminder about **World Alzheimer's Day** which is observed on 21 September every year. “ The purpose of the day is to unite opinion leaders, people with dementia, their carers and family, medical professionals, researchers and the media from all around the world.
- Having a globally co-ordinated awareness day sends a strong message to governments and policy makers alerting them of the fact that dementia is a serious health issue which will have serious implications on services and health systems around the world as the world's population grows older. In addition, by focusing on a different message each year, the day can be used to educate and challenge people's misconceptions about dementia.
- This year's campaign focuses on the importance of forming a good partnership between the doctor, people with dementia and carers in order to get the best care possible for a person with dementia. Research has shown that people who prepare for their visit to the doctor receive a higher quality of health care than those who do not come prepared. “
- Some of the groups that are taking place in October include:
 - Mental Health Operational Group- October 8th

- Adult Mental Health LIT special meeting to “sign off” Autumn Assessment of Service mapping, traffic lights assessment, financial mapping and the themed review- October 8th
 - NSF7 Preventing Suicide Task Group – October 21st.
 - Carers Best Value Review – October 22nd
 - DMHOP Nursing Review – October 22nd
 - Mental Health Act Monitoring Group – October 24th
- If you want information about the various groups/forums that are operating, please contact Sue Bennison/Rob Cunningham for the most recent minutes or reports.

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

- Congratulations to Gale Evans, Assistant social worker on the birth of her son, Alfie.

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INPATIENT SERVICES
Margaret Reilly
Senior Sister
10 - and counting

- Congratulations to **Lynne and Nick Handley** on the birth of baby Katie who has already made her first visit to the Stonebow Unit.
- **Kellie Eyton** will be joining us on 6th October to take up her post as Ward Clerk to Mortimer and the Day Unit and **Paul Davies** will be taking up his Health Care Assistant post on Jenny Lind from 29th September. Both of them may look familiar when you meet them because they have previously worked at the Count Hospital.

- Best wishes to **Aileen Corbett** who is recovering in the County Hospital following her recent operation.
- Welcome back to **Grahame Camm** who left us but couldn't stay away.

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**NATIONAL SERVICE FRAMEWORK
FOR OLDER PEOPLE**
Wendy Williams

- Information from the quarterly **National Service Framework for Older People Local Implementation Team (LIT) Report includes:**
- **Standard 1-Rooting Out Age Discrimination** : A Benchmarking Tool has been used to look at local access rates for a range of acute procedures. Further action required, led by Dr John Dalziel, to look at the differences in access rates identified by the tool.
- **Standard 2-Person Centred Care** : The **Patient and Carer Discharge Guide to the Acute and Community Hospitals** has been approved and is currently at the printers. A review of this Guide is scheduled for November 2003
- A **Home Resource Group** has been established to support the carers who are supporting an individual with incontinence. At present funding is only available for Carers for adults. It is anticipated that funding will become available for those carers of children with incontinence
- The development of **Patient Advice and Liaison Service (PALS) website** by Euan McPherson and Stephanie Pennington has commenced
- Nurse Training has commenced in Hereford Hospital Trust for **Speech and Language Therapy Assessments (SALT)** for swallowing difficulties
- The **Health and Care Executive has agreed the Continence Strategy**. Joy Chapman, Continence Advisor, will now develop an action plan and briefing paper stating what services exist now, services that will be required, gaps in services and costings for funding the gaps
- **Single Assessment** : It has been agreed that Jean Howard will have ring fenced time to take the lead and is hoping to work closely with Paul Saxon and possibly another post holder with designated time to work on this project. A Single Assessment Executive Group has been agreed, comprising senior managers of the key organisations. The first meeting will take place in September.
- **Standard 3-Intermediate Care** :The **Home Care pilot for Best Value Review** commenced on 16th June 2003. It is being carried out in Leominster Town Centre and the Kington District. It is part of the Short Term Assessment and Reablement Review Service (STAR) project
- Work is underway to recruit an **Intensive Home Support workforce in Peterchurch and Ewyas Harold**. Both are positive steps towards finding an adequate workforce in rural areas and are the start of implementing the Best Value review of Home care
- **The Independent Agency Forum** commenced in March. This is a twice monthly meeting where Independent Care Agencies have opportunity to discuss issues affecting their work practices in relation to the N.S.F
- **Hillside Intermediate Care Centre** is on target to open in November 2003
- **Standard 4- General Hospital Care: Cath Holberry, Nurse Lead for Older People and Day Hospital Services** in Hereford Hospitals Trust (HHT) will be holding a Road Show in October/November **to raise awareness about the National Service Framework for Older People**.
- HHT have introduced the Department of Health programme **“Essence of Care”** a Patient-focused benchmarking exercise for health care practitioners related to areas such as nutrition, continence, dignity and privacy
- **Standard 5: Stroke**: An **Acute Stoke Team** triages patients admitted with a

stroke to a range of locations as clinically indicated

- There is a **rapid access Stroke/ T.I.A clinic** with central booking. A referral template is being used for this clinic. Referrals are currently being faxed with plans to change to email
- The **National Guidelines for Stroke Care** are on the Intranet and information on Stroke Team Clinic referral template and Stroke Association is also on Intranet
- **Standard 6-Falls:** Louise Burke, Falls Co-ordinator is now carrying out awareness teaching sessions to both staff and the general public.
- There is a **Falls Education Conference** on the evening of October 30th 2003. The venue is to be arranged
- There is to be a **staff audit by the P.C.T and G.P.s to assess knowledge base of Standard 6 (Falls)**
- The Hereford Hospitals Trust are following the **Royal College of Physicians guidelines on Osteoporosis** treatment and an audit cycle has been completed on bone treatment following fracture neck of femur
- **Standard 7- Mental Health in Older People:** Information provided **about the advertisements for Team Leaders in the DMHOP Community Mental health teams**
- The Older People's LIT will take over the **regular monitoring of the Mental Health Older People's Strategy**
- **Need for DMHOP to be more formally connected with the other tasks groups** arising from the Older People's LIT
- **Standard 8: The promotion of health and active life in older age:** The proposal for a **Health Visiting Service for Older People** is currently undergoing further work to more fully integrate it with the Local Public Service Agreement (LPSA)
- Targets to sustain continued improvement in relation to **flu immunisation, smoking cessation** and blood pressure management are ongoing
- Lack of identified funding for a **Health Promotion Officer for Older People**

- **Medicine Management:** A draft document has been produced for the Medicine Management Procedures within the Hospital. This is focused around 1 stop dispensing and dispensing for discharge
- Questionnaires were sent out to **all G.P practices requesting data for the Recoding procedure**. Returns were received from 15 out of 24 practices. Results suggest 90% carry out annual medication reviews. Of this percentage 77% are on 4 or more medicines and receive 6 monthly reviews
- The **Pharmacy in Partnership Scheme** has commenced a pilot scheme with 5 G.P practices for 3 months. This is to assess medication reviewing procedures either within the Practice Pharmacy or the individuals own Home
- A **pilot Medication scheme** has been implemented on the rehabilitation ward
- NSF for Older People will become a **running agenda item of the prescribing committee**
- These are excerpts from the progress section of the report and there is more information available related to risk reporting and actions required. If anyone wishes to have a full copy of the report please **contact Sue Bennison on 01432 262887**
sbenniso@herefordshire.gov.uk

MENTAL HEALTH PROMOTION

- As mentioned in last months Newsletter, Herefordshire Mental Health Service will be unveiling a new educational resource, a product of partnership between the local mental health promotion network and Nomad Media. The **Rollercoaster** programme provides a multi-media vehicle to help create a wider understanding of the experience of mental ill-health and the secondary burden of stigma that society often places upon those of us who fall by this

particular wayside (generally unlike our experience of physical ill-health).

- To mark **World Mental Health Day**, Rollercoaster will be launched to the wider Herefordshire Mental Health Community and beyond at the Courtyard Theatre, Edgar Street, Hereford at 11.00 a.m and 12.00 p.m. on the 10th. During the morning, in the Courtyard foyer, there will also be the chance to network with colleagues from the wider mental health community and view some of the vast range of mental health promoting work currently underway. This will include student support work from Holme Lacy College, an opportunity to see a new cd-rom resource, 'Check Your Head' - produced by the Rural Media Company and display from the NIMHE West Midlands Development Centre.
- If readers would like to display their organisation's work, please contact Roger Hanson for the necessary details (space will be limited and allocated on a first-come first-served basis).
- **Wye Wood - Newton Coppice Project:**
- Nearly £30,000 has just been awarded to a partnership of organisations headed by the Herefordshire Sustain Project to improve access to Newton Coppice in Belmont, Hereford, the first of its kind in the Country to be awarded a Forestry Commission grant to improve our health and well-being through greater access to woodland.
- The scheme was designed to offer opportunities for community involvement and inclusion in the process of opening up this neglected woodland for the eventual benefit of all, particularly within the South Wye regeneration area. The benefits to health, not least mental well-being, of this type of scheme are clear and supported by evidence from various sources, in particular research conducted for the Forestry
- We are now at the stage of needing to identify volunteers to take part in a two-week programme of coppicing activity which will take place during November
- Invitations have been sent to Herefordshire MIND, HUG and SWULP

for volunteers for this work but, if you have knowledge of anyone that may be interested. please contact Roger Hanson.

- **Rachel Naya** is leaving the Mental Health Promotion Service for new vistas. Many thanks are due to Rachel in appreciation of her sterling support work in the mental health promotion field over the last decade –especially for her mental health, alcohol and drugs work since January 2002 and the establishment of the Mental Health Promotion office at Moor House. We wish her every success in her new endeavours.

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HEREFORDSHIRE USER GROUP
General Manager
Steve Wheeler

- **Nurse Training:** HUG has had further input into the training of student nurses at University College Worcester. On 11th September, Staff and Members of HUG visited the college and gave presentations to the nurses on:
 - The history of service-user groups and the position today (now effectively a movement).
 - The role of HUG's Advocacy Service and the need for such an independent one-to-one service.
 - The role of the HUG Groups.
 - Users' personal experiences of the services, treatment and care they have received.

The next visit will be on 30th September – we will keep you posted!

- **Non-Statutory Services, Users and Carers Meetings:** Phil Pankhurst and Members of HUG have attended meetings to discuss what is required of a crisis service. HUG carried out a survey on what users want from a crisis service as far back as 2000! This was commissioned by Herefordshire Community Health Council. The report was produced and circulated to CMHTs and other service providers. Hearing

users' views today reveals the same picture three years on – the same points keep cropping up again and again – the most important aspects are a 24 hour crisis helpline and a crisis house. It is good to see that things are starting to move on at last!

Contact: **Amanda Leighton: 01432 270050**
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HEREFORDSHIRE MIND
Carol Grant
Acting General Manager

- Staff Appointments: **Andrew Strong** has been appointed to the position of General Manager, Andrew is currently employed as Chief Officer for Community First in the New Forest and has previously worked for Southampton MIND. Andrew will take up position on December 1st.
- **Stella Wright** will be joining MIND on October 13th as Community Support Services Manager. Stella is currently working as a Service Manager responsible for Supported Housing in Bridgend.
- **Cath Eburne** is now acting Day Services Manager with continued responsibility for LEAP.

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

MENTAL HEALTH ACT
1983
Sue Bennison
Mental Health Act Lead

- The **Mental Health Act Commission** will be visiting the Stonebow Unit on October 8th 2003, This is a one day visit with the primary focus being “ to meet with any detained patients who wish to meet with the Commissioners, to make contact with other detained patients on the wards being visited and to respond to any issues of immediate concern that may arise during the visit.”

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GUIDANCE DOCUMENTS AND CONSULTATIONS

- **Guardianship under the Mental Health Act 1983 England 2003:** The latest available statistics on the number of people subject to Guardianship under Sections 7 and 37 of the Mental Health Act 1983. Available on: www.doh.gov.uk/public/guardianship2003.htm.
The purpose of Guardianship is to enable people to receive care in the community where it cannot be provided without the use of compulsory powers. It provides a framework, as part of an overall care and treatment plan, for working with a person to achieve as independent a life as possible. Guardianship orders can also be made by direction of a Court.
- **Green Paper: Every Child Matters**
The paper sets out Government plans to reform children's services in response to Lord Laming's report into the death of Victoria Climbié. It sets out for consultation a framework for improving outcomes for all children and their families in England - to protect them, promote their wellbeing and help children develop their full potential. It focuses on four main areas: early intervention and effective protection; supporting parents and carers; local, regional and national accountability; and integration and workforce reform. The creation of multi-professional, including social services, education and health, children's trusts across most of the country by 2006 would mean that no child should slip through the net.”
Every Child Matters can be downloaded from www.dfes.gov.uk/everychildmatters
- The new contract for general practitioners should improve the care people with mental health problems get from primary care services. But it needs refining to ensure those with the most serious problems get the support they need, says a briefing paper published by

the **Sainsbury Centre for Mental Health (SCMH)**.

The briefing paper, **Investing in General Practice: the new General Medical Services contract for GPs**, says that making depression an enhanced service, in which practices can specialise on behalf of other local practices, should improve the quality of care many people receive.

Plans to draw up a register of those with severe mental illnesses, however, are seriously flawed. Current guidelines suggest that practices should have their own criteria for who is included on such a register and that people who 'work in a position of high public visibility' need not be included. This would create inconsistency from one place to another and raises questions about the confidentiality of the proposed register.

Dr Alan Cohen, SCMH director of primary care, said: "A register of people with severe mental illness could have significant benefits. People with schizophrenia are four times more likely than average to die of heart disease. They are more vulnerable to flu and have high rates of diabetes and hepatitis. Ensuring they are offered regular physical health checks could help to reduce these appalling statistics.

"But the way the contract is written may seriously limit the benefits. It is crucial that the register includes all those who have schizophrenia and bipolar disorder (and only those conditions) in the practice population. It must be entirely confidential, to ensure the possible stigma of being on the register is not an issue. And it must lead to material improvements to the physical health care of those on the register."

- **Download the report on www.scmh.org.uk**

CARERS

- **Carers Action** is organising more of the very successful 2 night breaks at Holme Lacy Hotel at the end of October, and

again in the middle of December. This is for a Carer, and the person they care for, to have a break together, away from their normal routines. Transport, equipment such as loan of wheelchairs, additional care can be arranged – and there is no cost to participants as the scheme is funded by the Carers Grant. This scheme is not really suitable for people with significant personal care needs or very limited mobility. The only requirement is that the Carer needs to have had a carer's assessment and referral is by the usual Carers Action form. For more details ring **Tracey Taylor on 01432 27 27 24 or email tracey.tab@btconnect.com**

Herefordshire Carers Support and the Alzheimer's Society would like to invite you to attend the launch of the new **Carers Drop In service at the Fred Bulmer Centre in Hereford on Wednesday October 15th from 12.30 – 3.00pm**. Please pass the word on to any carers you are working with, spaces are limited so please let us know if you intend to come – tel 01432 356068. There will be short presentations followed by lunch and then the opportunity to put questions to an expert Panel – Sue Bennison, Dr. Vince Staples, Dr. Sylvia Dillon and Dr. Nick Wagner. The 'Drop in' will then be operational on Tuesdays & Wednesdays from 10.30 – 3.30. On Wednesdays from 1.30 – 3.30 Lynne Drabble, Alzheimer's Society Outreach Worker will be available to talk to carers.

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

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