

# Looking for Solutions Together!

## Richmond Mental Health Carers Consultation

### Progress 1 year on - April 2010

In Richmond, Carers in Mind invited representatives from SWLStG Trust, NHS Richmond and the Borough to attend a consultation in May 2009 so all statutory partners could work together for the first time with Carers. The aim of this event was for Mental Health Carers to be at the centre of creating an effective local Carers Action Plan working with providers and statutory services to look for achievable changes. This is how we've got on in the last year:


### 10 Main Recommendations - May 09

**Progress April 2010:**  Achieved  Partially achieved/in progress  Not achieved

Work with the SWLStG Trust:


#### 1. SWLStG Carers, Families & Friends Strategy

To work with SWLStG on the development of their new Carers, Families and Friends Strategy. Looking at the creation of 'Carers standards' and the monitoring of those standards once agreed. Supporting the development of how Carers are engaged, educated and supported within a Recovery approach.

- SWLStG Trust's Carers Families and Friends Strategy approved by their board in February 
- 10 Carers Standards created through the strategy
- Mental Health Carer Development Group responsible for monitoring the standards in Richmond
- Recovery Skills workshops piloted and due to be rolled out from June 10. Carers agenda item included within the Richmond & Kingston Recovery Steering group



#### 2. Lavender Ward - Closing the Triangle of Care

Put forward a proposal to use the 12 actions listed in 'Closing the Triangle of Care' for development work on Lavender Ward. To work with the Acute Care Forum in feeding back any Carer concerns about the quality of inpatient care and the level of activities available to inpatients.

- Carers Champion appointed on the ward 
- Weekly support group for Carers and another for Carers and patients
- Ward introduction leaflet for Carers
- Carer feedback given at Acute Care Forum, Carers suggestions/comments box
- Full time Occupational Therapist responsible for activities programme on the ward
- Quality of inpatient care a high priority within new 5 year joint commissioning strategy.


#### 3. Family Work/Psycho education

To continue development work with SWLStG's nurse consultant Catherine Gamble in promoting and delivering family work and psycho education within Richmond, working with both Carers and professionals.

- Family Skills workshops held once every 2 weeks at Queen Mary's
- Family Skills workshops programme to be piloted in June 
- Workshops held once a month after the Carers Lunch 
- Carers Support Planning used to help Carers identify any psycho education needs
- Psycho education for Carers at primary and secondary care included in the joint commissioning strategy
- SWLStG's Garden House Team for personality disorders offers a weekly support group focussing on psycho education for personality disorders


#### 4. Carers Group - Clinical Governance

To work with SWLStG Richmond and Kingston directorates in the development of a Carers Group as an integral part of their clinical governance structure. This group to monitor Carers experiences and to feed into the development of services for MH Carers within the borough.

- Mental Health Carers Development group established with 6 Carers and 6 professionals 
- Group feeds in to the Richmond and Kingston Clinical Governance structure, the NHS Richmond Mental Health Subgroup, LBRuT Carers Strategy Reference Group
- A working group of Carers from the development group are working on a draft action plan to be shared with all carers on June 18th

Work with the SWLStG Trust & LBRUT:


#### 5. Carers Assessments - Carers Support Planning

To continue the ongoing work with SWLStG and the Borough in developing Carers Assessments as Carer Support Planning, focussing on outcomes from the assessment process. To raise awareness of the lack of assessment capacity for Carers without a Care co-ordinator. To raise awareness of multiple caring roles within the borough's Carers Strategy. To ensure MH Carers have access to emergency respite. 

- Carers Support Planning launched Spring 10
- Carers to receive a support plan
- Quality of outcomes to be monitored through the MH Carers Development Group
- Carers in Mind putting proposal to LBRuT looking at the possibility of the project carrying out carers support planning for people without a care co-ordinator


#### 6. Young Carers

To work with RCC, the Borough and SWLStG in developing resources and strategies for young MH and substance abuse Carers and their parents/guardians.


- Information sheets for talking to children about mental illness 
- Information sheet for siblings

Recommendations for NHS Richmond & LBRUT:

#### 7. Specialist Mental Health GP Services


To recommend the development of specialist Mental Health services at Primary Care. This will become increasingly important as more service users are discharged from secondary care services. 

#### 8. Halfway/Crisis Houses/Supported Housing

Recommendation for Halfway/Crisis Houses to be taken to NHS Richmond/Borough through mental health sub group. To feedback Carer's and professional's concerns about the limited availability of suitable supported housing in the borough. 


- Accommodation highlighted as an area in need of development through joint commissioning strategy
- Joint Commissioning Strategy considering viability of a crisis house

#### 9. Specialist Counselling on Grief and Loss

To work with Richmond Borough Mind Counselling Service and NHS Richmond? in developing specialist grief and loss counselling for mental health Carers. 

- Carers referred to RB Mind counselling service
- RB Mind Coping with Life Course on 'Loss and Change' to be offered to Mental Health Carers in Summer 10

#### 10. Carer led Support and Advocacy

To look for partners in the development of a Carer peer led support and advocacy project in order to increase capacity for one to one support and advocacy. 

- Carers in Mind working with Kingston and SWLStG in the development of a peer led training and support project - 'The World Domination' project!