

Care Quality Commission(CQC) is changing the way they inspect mental health care services.

The CQC is changing the way they inspect specialist mental health care services and putting a greater emphasis on inspecting the care that people with mental health problems receive in the community.

A fresh start...The changes they propose are outlined in a document called 'A fresh start for the regulation and inspection of mental health services' which can be found on the CQC website. The main changes to their inspection approach are:

- ★ including mental health specialists on all inspections of mental health services and bringing together their work under the Mental Health Act and how they regulate mental health services.
- ★ setting up inspection teams of specialist inspectors, 'Experts by Experience' and professional experts.
- ★ rating mental health services with one of the following: Outstanding, Good, Requires improvement or Inadequate.
- ★ engaging with people who use services, their carers and families, during inspections and at other times in new ways.
- ★ making sure they have better information about mental health services and developing their intelligent monitoring system for these services.
- ★ looking at how people are cared for as they move between services.
- ★ recognising that mental health treatment and support is part of services in all sectors.

Putting the changes into practice. The CQC will pilot their new inspection approach with the NHS, with the aim of expanding this to other specialist mental health providers including the independent sector.

The CQC have selected five trusts that will take part in the first wave of the pilot and South West London & St George's Mental Health NHS Trust (SWLStG's) is one of the five trusts to be included in this pilot phase.

Strengthening their approach. Professor Sir Mike Richards, CQC's Chief Inspector of Hospitals, said: "The needs of people with mental health problems run through all the areas that CQC regulates and we have recognised that we need to strengthen our approach to regulating specialist mental health services to ensure that people get care that is safe, effective, caring, responsive to people's needs and well led. I regard this as every bit as important as the changes I am making to the way we regulate acute hospitals."



Following last years brilliant quiz night initiated by local carers we have decided to do it again! Not only did over 80 people come along and have a really good evening, we also raised over £1,000 which we have been able to use to support our monthly lunches, social outings and Christmas celebrations.

Tickets are payable in advance from Carers in Mind and cost £12 which includes a delicious fish and chip supper plus a brilliant evenings entertainment hosted by our outstanding quiz masters. You can either get a table of 8 people together or buy tickets individually and we will create a team for you. This year we will be having a superb raffle with some amazing prizes including Tea at Bingham's Hotel and a £50 wine voucher.

FRIDAY, MARCH 28th - Come Along!!!

If you would like a copy of the newsletter in large print or you need any help accessing information from the internet - please let Kim or Ruth know.

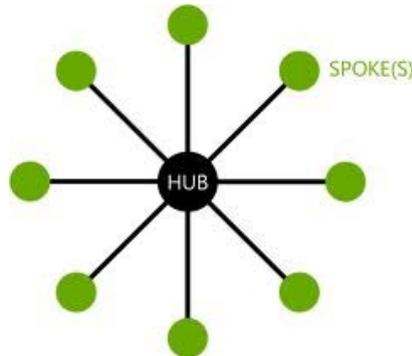
Adult Community Redesign Update

Richmond health and social care commissioners are keen to ensure good quality care and clear access points in the care pathway for adults with mental health problems. Two key milestones will govern the scheduling of the work streams associated with the redesign of the adult community services project being led by SWLStG's. These milestones are the establishment of the community teams in a Hub and Spoke Model within the borough and the establishment of the Functional Teams by the end of April 2014.

Hub and Spoke delivery of services across the borough

To meet demands around good access and discharge, SWLStG's is moving community

services to a Hub and Spoke Model, with the teams based in a 'hub' (in this case - Richmond Royal Hospital) and services delivered via 'spokes' (locations in the community which service users can access and not necessarily current SWLStG's locations). Following service user and carer feedback, services will continue to be delivered from the Maddison Centre as one of the spokes available for service users and carers to access community teams.



Functional Teams

The aim is to improve the care pathways for community mental health teams (CMHTs) via the development of a 'Functional Team Model' rather than a locality model (e.g. Richmond and Twickenham CMHT) and to improve the access to services.

SWLStG's clinicians have designed a Functional Team Model, addressing both psychosis and non-psychosis care pathways. This means that clients are seen in community teams that focus on the specific clinical needs of the clients, with the split being made between those with psychosis (e.g. Schizophrenia, Bipolar Disorder) and those with mood, anxiety, depression and personality disorders (MAP).

There are 4 benefits to service users and carers that the redesign project team have identified so far:

1. Service users with mental health problems will have access to much clearer care pathways when they are referred from either the GP in primary care or from the Richmond Wellbeing Service into SWLStG's Adult Community Mental Health Services.

2. Service users will have access to a more specialised service with enhanced capacity to offer a focused approach to their care and treatment needs and so better aid their recovery.
3. The discharge process will be much clearer and easier and will facilitate the provision of more integrated discharge planning and thereby better support service users as they aim to re-establish themselves in their local community.
4. Increased accessibility will also be achieved from the establishment of services in a Hub and Spoke Model throughout the borough. In essence this will make these services far more accessible across all postcodes of the borough.

The engagement of service users and carers forms a core work stream driving the Adult Community Redesign process. The aim of the service user and carer workshop held in December was to elicit feedback, ideas and issues about the redesign proposals from the participants which can then be directly passed onto the key members of the service redesign project team. In this way service users and carers representation can directly influence the implementation of what the redesigned CMHTs will deliver and the outcomes for service users and carers. The SWLStG's community staff will also be linked into this feedback loop by being encouraged to consider the ideas and issues arising from the workshops.

If the person you support is under SWLStG's services please come along and share your views on the effective further development of the community teams. *Please Note: This workshop will not be focusing on the acute or rehabilitation services.*

Redesign Workshop

The next workshop for carers will be on Monday, 24th February at 10.30am-12.30pm Venue: The Conference Room, Richmond Royal.

This will be an opportunity to get feedback on the developments following the December workshop. The workshop will then be separated into two groups, one group will be looking in more detail at the Psychosis Team and the other group will be discussing the further development of the MAP Team. Please let Kim, at Carers in Mind, know if you would like to attend or email: Christine.Harper@swlstg-tr.nhs.uk.

If you did not receive the email invitation to the December workshop please could you check Carers in Mind has a valid email address for you.

Prosper is a developing network of service users and service user groups across South West London. We value service users as active citizens and holders of invaluable experiences, strengths, skills and talents.

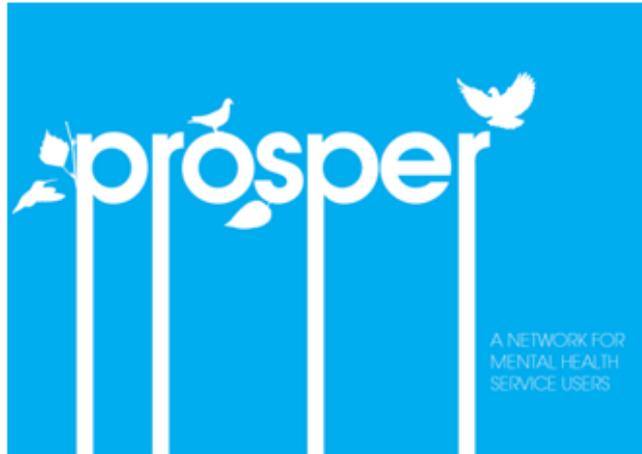
In a nutshell, we are an enabling network: rather than do things for or to service users, we listen to them and enable them to turn their own ideas into action, either individually or as part of a group. We also support service users and service user groups to build collaborate platforms with providers and commissioners of mental health services.

We work across three levels:

Individuals: Enable service users to build their resilience, take control of their lives and build a satisfying, hopeful and meaningful life.

Collective: Develop varied and diverse networks between service users and service user groups, and enable service users to offer each other peer support.

Community: Ensure the voice of service users is heard by providers, commissioners and local communities to



improve social justice for all people with mental health problems.

Some of the things we are doing:

- ★ Communicate with a network of roughly 800 service users (so far).
- ★ Hold regular training for service users, from 'Finding Your Voice' to setting up user-led organisations.
- ★ Have a team of outreach workers (all service users) who go out and listen to service users.
- ★ Hold regular events for service users to meet each other and share their ideas and collaborative events with providers and commissioners around particular topics.
- ★ Have supported service users to set up their own businesses, peer support groups and user-led organisations.

Please encourage the person you support to get in touch if there's something they might want to do — Prosper will aim to support them to do it.

prosper@swlstg-tr.nhs.uk

Calling all males!



Please support us to create a space for more male carers. Traditionally male relatives, partners and friends do not access services as much as females. We recognise that support groups or workshops may not be the answer for everyone and so we are creating an opportunity for male carers to meet up in an informal and relaxed way. You can then decide what you might want

to do next. It could be an outing, or, it could just be meeting up for a casual drink again.

If you are male and already attend activities, please come along to support us in developing this opportunity. If you are female, please flush out those men who we all know are there and encourage them to come along! Please see flyer for more details.

This activity is funded by National Mind who wish to support the recognition of various groups who do not traditionally access services. In April/May we will be offering an opportunity for young people 18-25 to meet up and decide what they might like to do.

New Service User Reference Group (SURGE) for Richmond and Kingston. Recently local carers have fed back that they would like more opportunities for the people they support to become engaged in service development. SWLStG's are setting up a new initiative to promote increased service user engagement locally. If you would like more details please contact Kim.

General Practice Public Forum

23rd January 2014, 6pm - 8pm

Join local residents, GP's, professionals and other stakeholders at Healthwatch Richmond's General Practice Forum, share your views and help improve future care:

healthwatch
Richmond upon
Thames

**How do you feel about access to GP services?
What is positive? What would you change?**

Healthwatch Richmond is holding this event in response to significant patient responses collected in relation to GP surgeries, but also in the context of recent developments nationally surrounding the monitoring and improvement of general practice.

Location: Clarendon Hall, York House, Twickenham, TW1 3AA

Date and Time: 23rd January 2014, 6pm - 8pm

To register call 020 3178 8784 or email: steph@healthwatchrichmond.co.uk

Free NHS Health Checks for Richmond Carers

Richmond Clinical Commissioning Group (CCG) values carers and is committed to ensuring Carers are supported by local health services. Following the information on NHS Health Checks for carers in the last Carers in Mind newsletter please see the following information about outreach drop ins have been set up to make it easier for you to access a health check:

Wednesday 29th January 2014

9.30am – 6.15pm

Venue: Greenwood Centre The Greenwood Centre,
School Road, Hampton Hill , TW12 1QL

Thursday 20th February 2014

9.30am – 6.15pm

Venue: Holy Trinity Twickenham
1 Vicarage Road,
Twickenham, TW2 5TS

Friday 28th March 2014

9.30am – 6.45pm

Venue: Health Education Room,
Whitton Corner Health and Social Care Centre
Percy Road
Twickenham, TW2 6JL

These outreach sessions are being run after 5pm so working carers can access a health check more easily. Please remember to look after your own health and wellbeing - carers are more likely to experience mental and physical health problems than the general population.

Staffing Updates at SWLStG's

Senior Management Team: Firstly, we would like to welcome Sarah Haspel as the new permanent Services Director for Richmond and Kingston(R&K) SWLStG's mental health services. Sarah is joined by Iain Richmond as the Operations Manager for the community teams in R&K, Phyllis Prendergast Finn as the Operations Manager for age specific services in R&K, and a third post to be permanently filled Operations Manager for the acute services (wards and crisis teams) in R&K. Sharon Spain is now working as the Modern Matron covering all the R&K wards including Lavender Ward.

Since September 2013 SWLStG's has streamlined all of the senior management teams in order to invest additional resource in frontline services. The cost savings from the management restructure will be reinvested in developing the services delivered by the Crisis and Home Treatment Teams across SW London.

Other Staffing Updates: Kerry Mowatt-Gosnell is the new manager for the Richmond Crisis and Home Treatment Team and Dr Khaldoon Ahmed is the new consultant psychiatrist for Lavender Ward. During the transition for community adult services to the new Functional Team Model, see page 2, Joanne Hippleworth will be the acting manager for the Richmond and Twickenham CMHTs. We would like to welcome back Emma Clarke as the acting manager for the Early Intervention Service (EIS). Dr Li will be working with EIS and the new ADHD service in Richmond, whilst Dr Maloney will be leaving EIS and working with clients from the Richmond CMHT. CDAT has a new consultant Dr Chang.