



New information pack for carers

Carers in Mind are delighted to launch a new information pack for carers who are supporting someone during an acute mental health crisis. Carers have fed back to us that they needed more specific information during a crisis period. Although carers have said they value The Mental Health Carers Handbook, during a crisis period a shorter and more succinct information resource is required. We would like to thank members of The Richmond Mental Health Carers Development Group and staff from Lavender Ward and the Richmond Crisis and Home Treatment Team (CHTT) who contributed their time and expertise in developing the pack.

The production of the pack was funded by the London Borough of Richmond upon Thames (LBRuT) and Richmond Clinical Commissioning Group (CCG) as part of the funding agreement for our Acute Carers Recovery Worker (ACRW) who works with carers supporting someone in crisis.

We are also delighted to confirm that the funding for the ACRW has been extended until March 2016 following impassioned carer feedback at our annual mental health carers conference in June and the evaluation report for the project.

SWLSTG Community

Modernisation in Richmond

South West London & St George's Mental Health NHS Trust (SWLSTG) is improving mental health services in Richmond, to help ensure Richmond patients and carers receive the best possible care and support. SWLSTG is setting up a new, dedicated assessment team, covering Richmond and Kingston, which will take all referrals to its adult and older adult community services in Richmond from the 28th September 2015 onwards. This team will make accessing mental health services much simpler, and minimise the chance of people requiring multiple assessments before they are seen by the right team.

The team will be called the Kingston & Richmond Assessment Team, and their role will be to screen and triage all new referrals, and undertake initial assessments to determine the most appropriate service for patients. The team will then pass referrals onto the most relevant team within SWLSTG, signpost to other sources of support, or re-refer back to the referrer with detailed guidance about the next steps, if the patient does not meet SWLSTG services' criteria. The team will consist of a consultant psychiatrist, nursing and occupational therapy staff, and administrative support.

This team is being set up to help improve the consistency of SWLSTG's services across Richmond and Kingston, and bring the provision in line with that provided by other Trust boroughs. The team will help improve communication with GPs, provide advice and support to referrers, improve management of re-referrals, and provide simpler, more streamlined access to our services, making sure that patients receive the best possible experience of care.

As well as the set-up of the assessment team, in order to support the implementation of the new service model for community services in Richmond, the current set up of separate teams aligned to diagnoses (Mood Anxiety & Personality Disorder, MAP, and Treatment & Recovery in Psychosis, TRiP) will be re-organised into (*ctd over page*)

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

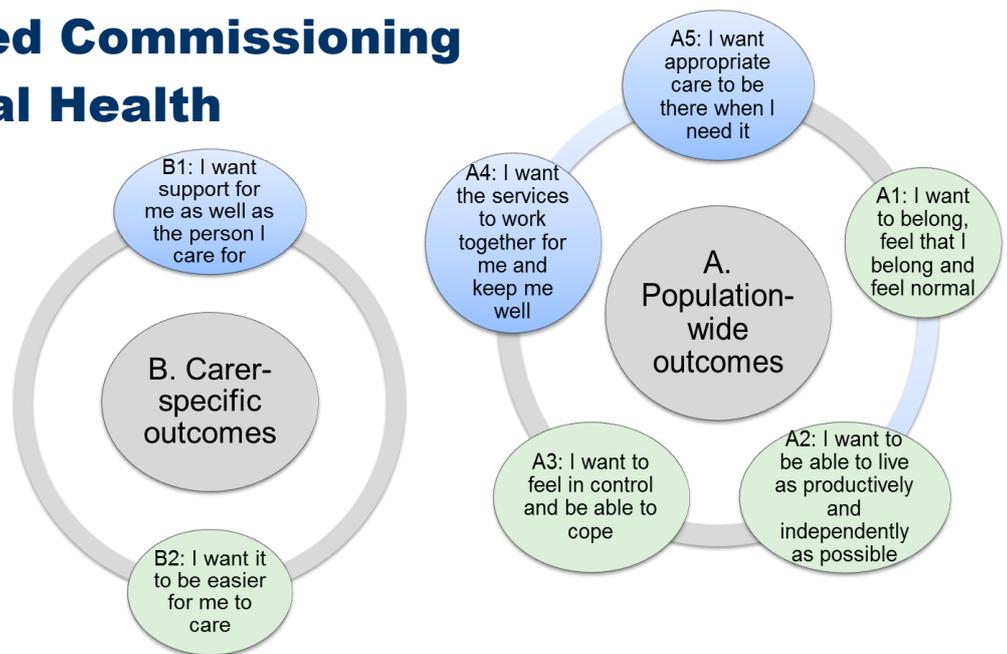
Outcomes Based Commissioning (OBC) for Mental Health

This is a local initiative from the Richmond CCG and LBRuT that wants to ensure that the services commissioned for people with mental health problems focus directly on their needs. In the past, commissioners have concentrated on outputs (how many people have been seen by a service, etc) rather than the actual outcomes (have people made progress with their problems?)

OBC starts with what patients and their carers actually want from a service and tries to turn these into measurable outcomes that can be used to define & measure the quality of a service. The findings from research and engagement during January to April 2015 helped an independent group working alongside local stakeholders to develop the framework of outcomes (pictured above).

The two carer outcomes are broken down into the following outcome goals:

- ★ I want to know where to find people who know what it's like to care



- ★ I want my health and general well-being to matter too
- ★ I want there to be an alternative to caring
- ★ I want to feel the system is co-ordinated so it's easier to find our way around it
- ★ I want to be included as an integral part of care planning
- ★ I want to know where to get information, and have a named contact

This outcome framework will be used as commissioners start to develop working relationships with the services they commission. The programme will be rolled out over the next 2 years.

Mental Health Crisis Care Concordat - Update from Richmond CCG

This is a national initiative intended to improve the outcomes for people who undergo a mental health crisis. Prevention is better than cure and the emphasis is to ensure people avoid where possible entering a crisis. This means ensuring people who are at risk are identified by support services and know where they & their carers can go for help when they start to experience difficulties.

However some people will miss safety nets and when they enter crisis we need to ensure that they get the best possible response from services. Often people with mental health problems get caught up with the Police and end up in custody when they really need specialist care. Locally we have started a street triage service where a community mental health nurse will attend crisis situations with Police and ensure where possible people can get the support & care they need. Others can end up in Accident & Emergency – for these we are improving access to psychiatric services provided 24/7 in these acute settings. These are just a few examples of the improvements we are making.

To ensure that all the emergency & mental health services are working effectively with each other, we have started a Richmond Concordat Partnership Group that will review our working relationships and ensure we have a more joined up approach that improve outcomes for people in crisis. The group would like to have a Carer Representative, if you might be interested please contact Kim for more information.

SWLSTG Community Modernisation *ctd from page 1*

Recovery Support Teams (RSTs). It is anticipated that there will be one large RST covering Richmond. The new set up is likely to be fully operational by October 2015. RSTs will be multidisciplinary teams and provide the same function and level of support as MAP and TRiP currently. RSTs have already been successfully set up in other Trust boroughs.

An evening with Valerie Porr

A Carer's Story: I was very excited to attend this event run by Harrow Carers as I have a daughter with a diagnosis of borderline personality disorder and Valerie Porr has long been a hero of mine. I remember reading the chapter she wrote in "New Hope for People with Borderline Personality Disorder" at a time when I felt pretty hopeless and really relating to what she said about how family members feel and how you are treated by professional services. I waited for the publication of her book 'Overcoming Borderline Personality disorder A family guide for healing and change' (2010 Oxford University Press) and was not disappointed so I was delighted to have the chance to hear her speak in person.

Valerie's perspective on friends, families and carers is very different to the one I encountered in my dealings with my daughter's professional workers. She believes we are an untapped resource and that we can play an important role in improving things for those with borderline personality disorder and motivating them to seek treatment. She points out that people can drop out of treatment and so it is often their family who are left to cope as best they can. I often felt I was seen as the sole cause of my daughter's problems and could not helpfully be part of the solution. That is if I was acknowledged at all!

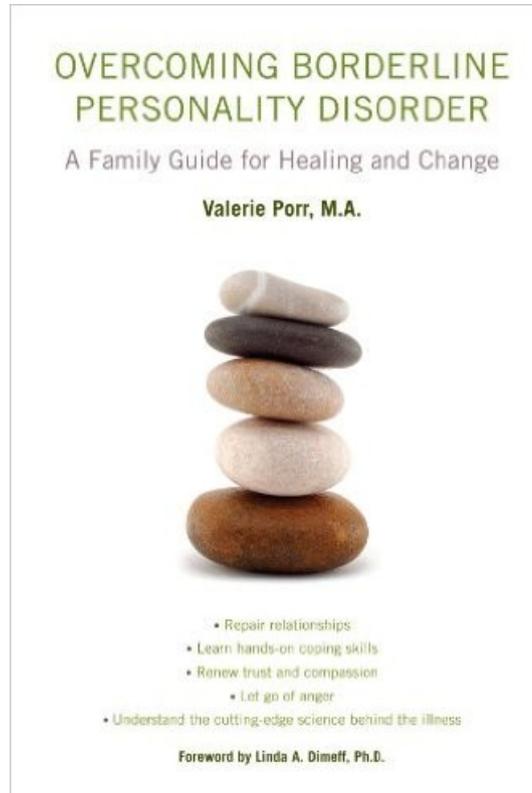
Valerie also recognises the strain family and friends can be under. She too has a family member diagnosed with borderline personality disorder. She understands that we are often met by behaviours that we don't understand, feel manipulated, angry, confused and hopeless. That we have to deal with things as they happen and are ill informed as to how best to help. Further that the behaviours we experience are often not seen by the outside world so we can be met by disbelief by others. In as much as she believes that ill-informed professionals can do harm to those with borderline personality disorder and their families equally she believes that many families whilst doing the best they can without proper information and training can do the wrong things for the right reasons and

make the situation worse. This is why through her organisation TARA (www.TARA4BPD.org) she delivers evidence based training based on Mentalisation, Dialectical Behaviour Therapy and an understanding of the neurobiological factors that she believes underline the condition. The reaction of friends and family is often either anger or the urge to rush in and rescue their loved one so they do not experience the consequences of their actions. Valerie contends that neither is a helpful response.

Borderline personality disorder was explained by Valerie by differences in the pre frontal cortex area of the brain and in the limbic system that regulates emotions. Valerie explains that people with borderline personality disorder are super sensitive and often don't hear information in the way it is intended. They react strongly to things and often take longer to calm down are impulsive and process situations through their emotions. She believes that people with borderline personality disorder are in constant pain and have a huge sense of shame leading them to believe they are a bad person. They find it difficult to read and understand different facial expressions and don't

retain happy memories. Valerie feels that if friends and families can understand and take this on board they will be less angry, more understanding and more compassionate towards their loved ones. It also makes sense in the light of this understanding to adopt different ways of coping.

I left at the end of the day feeling more hopeful and wishing that we had the training TARA offers here in the United Kingdom and more determined to try out all of Valerie's advice. (from www.emergenceplus.org.uk)



An evening with Valerie Porr: Understanding Borderline Personality Disorder

Monday, 26 October 2015

from 19:00 to 21:30

Harrow Civic Centre HA1 2XT

To book:

<http://www.eventbrite.co.uk/e/an-evening-with-valerie-porr-understanding-borderline-personality-disorder-tickets-18381924832>

Caring for People with Psychosis and Schizophrenia

Psychosis conditions, including schizophrenia, are treatable mental health problems that can affect anyone although very few people talk about the conditions and their impact on families. Millions of people across the globe find themselves thrust unexpectedly into a role providing support and care when a relative develops psychosis. Carers can play a major role in supporting their relative's progress and recovery.

This four-week course will explore some of the key issues and questions relevant to a carer who is supporting a relative with psychosis such as:



- ★ Why is schizophrenia described as psychosis?
- ★ How can we best understand psychosis and its key symptoms such as hearing voices?
- ★ What are the links between cannabis use and developing psychosis?
- ★ Can psychosis affect physical health?
- ★ How do medications in psychosis work and what effects can they have?
- ★ In what ways are siblings of people with psychosis affected?
- ★ How can psychosis affect a carer's health and their relationships?

This free online course will provide opportunities to share your views and experiences with carers from around the world.

www.futurelearn.com/courses/caring-psychosis-schizophrenia



RACC Wellbeing Project

Are you struggling with stress, low moods or sleeping problems and would like to improve your mental wellbeing?

Learning to relax, being creative or learning something new in a social environment might help you in your journey to good mental wellbeing.

This year Richmond Adult Community College (RACC) has gained government funding to take part in a pilot programme to deliver FREE courses to adults 19+ who are experiencing stress, low mood or difficulty sleeping. Courses are taught at RACC in their specialist venues with supportive staff.

The Wellbeing Project includes free activities in managing personal mental health and a range of short leisure

classes for wellbeing such as:

- ★ Build Confidence and self esteem
- ★ Enjoy Dance
- ★ Music, singing, drumming and piano
- ★ Yoga, Tai Chi
- ★ Mindfulness Meditation
- ★ Creative Writing
- ★ Cookery
- ★ Computing and using the internet
- ★ Jewellery Making, Ceramics & Photography
- ★ Drawing

Manoj Nanda, project manager of the project, said "At RACC we have long been aware of the benefits of adult learning and the role it plays in promoting health and wellbeing. This project creates great opportunities for local people to participate for free in activities which are fun, social, and can lead to positive improvements in health and wellbeing, including mental wellbeing. Richmond."

For a referral to these free courses and for more information please contact Agnes or Kim . Or contact Karen.Spencer@racc.ac.uk Mobile: 07951 529860

Peer Support Project. RB Mind has been successful in a bid to the Civic Pride Fund for funding to set up a peer support project. The aim of this project will be to identify and train 'expert carers' who would like to support other carers who may be new to the Carers in Mind service. Would you like to make a difference for other carers? If you are interested in learning more about this project please contact Kim.

Friends of RB Mind Membership – Launching soon! RB Mind is very excited to announce that we will be launching our new 'Friends of RB Mind' scheme in the coming months. Membership is open to all and the fees will be tiered for waged and unwaged. Keep an eye on our website and our next What's On for more details.