

## ***Carers in Mind gets additional funding!***

At the end of March, Carers in Mind was awarded additional funding for 2 years from the London Borough of Richmond Upon Thames. During the last year the project has delivered nearly 600 breaks to 150 Mental Health Carers in the borough. The breaks have included one to one support and advice, skills workshops, support groups, massage, day trips out, lunches, and respite breaks away.

In addition the project has provided telephone support and advice, referral to counselling,



informal advocacy and a range of information resources including information sheets and a Carers recovery library.

The project has worked in partnership with other agencies aiming to make real improvements to the lived experiences of Mental Health Carers in Richmond in response to feedback given by Carers. We have also supported improvements in listening to Mental Health Carers views - working with SWLStG Mental Health NHS Trust, NHS Richmond, RCVS and the local authority, LBRuT.

The increase in funding will cover an additional part time support worker for 18 hours a week. Carers who are new to services, or experiencing crisis, will be able to benefit from increased one to one support and guidance and an improved telephone support and advice service.

Following the recent consultations, NHS Richmond and London Borough of Richmond have finalised the joint commissioning strategy for adults of working age 2010-2015. The strategy was approved by NHS Richmond's Board and the London Borough of Richmond upon Thames' Cabinet in March.

Aware of criticisms of poor User and Carer involvement in mental health, the commissioning process has seen an effort to improve engagement. Peer-led consultation was piloted, where a small group of mental health Service Users interviewed their peers

## ***5 year Strategy for Mental Health approved***

(24 in all) and presented the results to officials. In addition 46 people responded to the engagement and more gave their opinions at various meetings held during this time. 24 Carers attended the 2 meetings hosted by Carers in Mind to give their views.

Of course, this doesn't mean everyone agrees with the strategy content, or that involvement couldn't be even better, but progress in listening to User and Carer views has been made. Implementation of the new strategies will be led by several new project working groups.

### **Strengthening User and Carer involvement**

A meeting to discuss how to improve

Service User and Carer involvement in mental health service design was held on January 22nd 2010. Service Users, Carers, the voluntary sector, service commissioners and providers attended.<sup>1</sup>

The aim is for Carers and Users to be involved throughout the commissioning cycle, not just at the strategic planning phase which has just been completed. New service monitoring methods are planned through the strategy to gather information on User, and when appropriate, Carer experience.

The working groups that are currently planned to take the strategy into the next stages of the commissioning cycle are:

- ★ Redefining of Adult CMHTs and development of Primary care services (including Assertive Outreach, Early Intervention, Drugs and Alcohol, Personality Disorder and Psychological Therapy services)
- ★ Inpatient services, Crisis & Home Treatment and A&E Liaison psychiatry
- ★ Self Direct Support/ Personalisation
- ★ Accommodation and Rehabilitation Services

In addition there is a working group focusing on promoting, supporting and monitoring improved engagement and involvement for Users and Carers. If you are interested in providing a Carer's point of view on any of these groups please contact Kim. There will be more information available as the work progresses.

### Strategy Highlights

The main commissioning intentions in the strategy are:

1. Improved access, prevention and treatment in primary care.

2. Reconfigured pathways for people with severe, longstanding and complex needs
3. Improving accommodation options and rehabilitation
4. Reducing inpatient service use
5. Engagement and equality.

The mental health strategies for adults and older people propose a staged withdrawal of £3.8M from current services and a re-investment of £1M in primary care services, crisis services and memory assessment.

For adult mental health the reductions are £560,000 from Acute services, £430,000 from Rehabilitation services and £380,000 from Community Mental Health Teams.

A full copy of the strategy is available on the NHS Richmond website or you can contact 020 8973 3115 and they will send you a printed copy.

We are aiming to produce a shorter version of the strategy for Carers if you are interested, as we have had feedback that the full strategy is too long and quite difficult to read in its current format.

There will be opportunities on June 18th to find out more, see below.



**The Commissioning Cycle**

## Looking for Solutions Together!

**June 18th, 1-3.30pm**

**An event during Carers Week for Mental Health Carers to look at, and feedback on, a draft action plan for MH Carers in Richmond. You will also be able to find out more about the Mental Health Strategy and see how you can be involved in the local commissioning and monitoring of services.**

*SWLStG Trust launches their new 'Carers, Families and Friends Strategy' on July 1st at annual good market place*

More in the next newsletter, if you would like to come to the launch please see Dates for your Diary

<sup>1</sup> Adult Mental Health: Stakeholder engagement review & next steps meeting held on 22 January 2010. Available from NHS Richmond website or Kim can send you a printed copy.

**Carers assessments are one of the few legal rights of Carers. Carers who 'provide or intend to provide a substantial amount of care on a regular basis' have a statutory right to a 'carer's assessment' and in certain situations to support services from the social services department.**

Because of concern about the low rate of carers' assessments within the mental health services the Department of Health's 1999 National Service Framework for Mental Health included a specific standard entitling all qualifying carers to certain specified rights, namely:

#### **Standard 6 - Caring about carers**

All individuals who provide regular and substantial care for a person on CPA should:

- ★ have an assessment of their caring, physical and mental health needs,
- ★ repeated on at least an annual basis
- ★ have their own written care plan, which is given to them and implemented in discussion with them.<sup>1</sup>

Although the National Service Framework for Mental Health is no longer operational (New Horizons took effect from 2009), performance on carers assessments for Mental Health Carers continues to be a problem in many local authorities across the country.

The performance rate for carers assessments for Mental Health Carers in Richmond has generally been low despite initiatives over the years to improve the situation. In order to improve performance and following feedback from both Carers and mental health professionals, a completely new carers assessment process has been developed by Carers in Mind, SWLStG's Trust and the London Borough of Richmond Upon Thames. The new process is called Carers Support Planning.

Carers Support Planning is based on identified good practice from other parts of the country, Department of

# ***Carers Support Planning launched in Richmond***



Health guidance and the Partners in Care campaign from the Royal College of Psychiatrists and the Princess Royal Trust for Carers.

The Richmond borough carers' assessment has been adapted specifically for people supporting someone with mental health problems - it has been recognised that Mental Health Carers needs are different from the needs of other groups of carers.

The changes reflect the issues identified by Mental Health Carers during the consultations for the development of the SWLStG Trust's Carers, Families and Friends Strategy during 2009. Ensuring that people are given information on how to cope with difficult behaviour symptoms was seen as a high priority. Interestingly, the areas identified by Carers during these consultations mirror findings from previous larger pieces of research.

Richmond is the first borough in South West London to use this new approach. It is proposed that other boroughs in South West London may change to a similar process over the next few years.

The aims of changing to this new process are:

- ★ to improve delivery
- ★ to create a process which is seen to have a purpose for both Carers and professionals
- ★ to create support plans focussing on practical information, family inclusion and family skills work

- ★ to work with the borough's new small payment system for Carers.

#### *So what does this mean?*

If you are supporting someone with mental health problems who is under the Care Programme Approach, with a care co-ordinator, you should:

1. be offered Carers Support Planning when you first enter community services
2. be offered a Carers Support Planning meeting at, or around, the time that the Care Plan is reviewed. (Care plans are reviewed on an annual basis so this should ensure your needs are looked at on an annual basis too)
3. be given a short written Support Plan following the meeting.

*If you would like more information please ask your care co-ordinator, or Carers in Mind. Ask for a Carers Support Planning meeting when the CPA is reviewed!*

**Please let us know how the new process is working for you, positively or negatively, please let Kim know what your experience has been.**

## **Proposed changes to inpatient care for Assertive Outreach Team**

Assertive Outreach patients for Kingston and Richmond are currently admitted to Orchids Ward at Tolworth Hospital. A recent Care Quality Commission Report was very critical of the environment; Orchids Ward is on the first floor, it has no access to a garden, and has very few single rooms. In addition, some Richmond clients spend inappropriately long periods of time on Orchids Ward and they would receive better treatment in rehabilitation services which are designed for longer term care.

SWLStG Trust is proposing to improve the quality of care for Assertive Outreach clients by implementing two changes to the current care pathway:

1. To improve the acute inpatient services for Assertive Outreach clients, when this care pathway is appropriate, by using Lavender Ward at Queen Mary's and Lilacs Ward at Tolworth Hospital for Richmond and Kingston patients respectively. All patients on these wards have single rooms and access to fresh air. To employ discharge Care Co-ordinators for Lavender and Lilacs Ward to improve client and carer support and transition into community care.

2. To focus on the Care Pathway through Rehabilitation services for clients who need a longer period of substantial care. We have employed a social worker to help us develop better transition arrangements through rehabilitation services for the Richmond clients.

With better use of the Rehabilitation Units, the introduction of a Discharge Care Co-ordinator on Lilacs and Lavender and a more effective care

pathway the advantages of the proposal are that it will:

- ★ substantially improve the inpatient environment for clients
- ★ allow access to a garden/courtyard with fresh air
- ★ provide single rooms for clients
- ★ allow the skill set and best practice of staff working on Orchids Ward, who are experienced in working with clients who have a dual diagnosis, to be instilled across all staff in the adult acute admission services
- ★ provide more effective discharge planning
- ★ reduce length of stay

We are asking people for their views on the proposal to see if we need to consider additional arrangements to support the proposed changes to services and would welcome your initial views by May 12th, 2010. Carers of people in the Assertive Outreach Teams have been invited to a meeting to discuss the changes.

If you are concerned about the proposals but you are not either an Assertive Outreach client, carer or relative we are still interested in your views. Please email, write or telephone Bryony Cairnes on the number below. If you attend any current user or carers groups and would like to make your views known there instead, then please do, and these will be passed on to Bryony.

Staff will work with users and carers individually to ensure that their current plans move forward smoothly. Please do not hesitate to talk to your care co-ordinator or to your relatives care co-ordinator if you have any further questions.

**Bryony Cairnes**  
**Barnes Hospital, South Worple**  
**Way, SW14 8SU**  
**0208 772 5655**  
**Bryony.Cairnes@swlstg-tr.nhs.uk**

## **Lavender Ward**

Since the last update on Lavender Ward in the newsletter their have been several changes at the ward we can report back on:

- ★ Firstly, the ward is now under new management, Brenda Ndiweni started as the new ward manager in the New Year and has been focussing on ways of improving patient experience.



### **Brenda Ndiweni, New Ward Manager for Lavender**

- ★ There is now a full time agency Occupational Therapist offering a range of activities throughout the week, copies of the timetable of activities are available on the ward.
- ★ The ward is now running a weekly support group for Carers on a Tuesday and another group for patients & Carers on a Friday.
- ★ The ward has recently appointed a new deputy ward manager, Bruce Mamvura, from the Richmond CMHT, who will be the ward's Carers Champion. A Richmond Carer sat on the interview panel for this appointment.
- ★ Dr Tracy Burrows will be sharing the consultant post with Dr Kenn who is now working part-time. Dr Kenn will primarily work with people who are covered by the Richmond CMHT and Dr Burrows will be covering patients under the Twickenham CMHT.

Peter Marks and Kim continue to attend the Lavender Ward Acute Care Forum. If you have any comments or feedback about Lavender you can talk to either of us in confidence.

**If you would like to give feedback on the above proposed changes after May 12th please contact Kim. These proposals would be considered within the framework of the 5 year joint commissioning strategy. We will keep you updated when we have more information.**