



Worcestershire **NHS**
Mental Health Partnership NHS Trust

Membership Matters

Issue 4 February 2010

In this Issue!



Chief Executive

5 minutes with...
See page 3

Learning Disabilities service

Find out what we do!
See page 5

Meet a Member
See page 7

Preparing to become an NHS Foundation Trust

As we begin a new year it is opportune to reflect on activities undertaken in the old year and to look forward.

At the beginning of 2009 we launched a recruitment campaign to increase member numbers. This was very successful. We now have over 4,400 members.

Later in the year we invited members in the public and staff constituencies who had expressed interest in standing for election as a governor to attend a briefing session on the role of the governor. To date there have been four of these sessions and a total of 68 members have attended. There will be further sessions in 2010 for more recently recruited members who are also interested in becoming a governor.

The timetable for processing our application to become an NHS Foundation Trust has been set back as a result of us not meeting two national targets for mental health service providers in 2008/09. The first of these is the 7 day follow up after discharge and the second is for 'gatekeeping' admissions via the crisis resolution service. We have been meeting these targets over the last few months but we must be able to demonstrate that we have done so for a 12 month period before our application can progress. We anticipate that this will be in late summer/early autumn 2010. We will keep you posted.

The NHS is entering a period where the effects of the economic downturn and the impact on public sector finances will begin to be felt. Every effort will be made to maintain the quality of services whilst fostering innovation and improving efficiency and productivity. We will need to explore new and different ways of delivering our services and we will seek to involve you and keep you informed of such developments.

A programme of events for members in 2010 is enclosed with the newsletter. Places are limited and must be booked in advance. If you are interested in attending any of the events please contact the FT Membership Office on 01905 681425.

Choice Responsiveness Integration Shared Care



Members who receive their copy of this Newsletter by email are able to enter our competition to win a £5 voucher.

The winner of the competition in the last issue was Rachel Officer who correctly guessed that SUCAG stands for Service User and Carer Advisory Group!

If you could receive Membership Matters by email please contact the FT Membership Office at the address or telephone number on the back page or email: ftoffice@worcsmhp.nhs.uk

THIS EDITION'S COMPETITION

Who is the Trust's Company Secretary? A clue: he's the man in charge of the Foundation Trust preparations!

Entries by email only to: ftoffice@worcsmhp.nhs.uk

Dates for your Diary 2010

February

25th Feb - 2nd March - National Eating Disorders Awareness week

March

10th March - No smoking day (www.nosmokingday.org.uk)

Friday 26th March, 2pm to 4pm - Spiritual and Pastoral Care Special Interest Group* at the meeting room, Covercroft Centre, Droitwich (open to all)

April

4th to 10th April - Mental Health Action Week (Mental Health Foundation)

19th - 25th April - Parkinson's Awareness week (www.parkinsons.org.uk)



*The meetings of the Trust's 'Spiritual & Pastoral Care Special Interest Group (SIG)' are open to all. The SIG exists to enhance spiritual and pastoral care within the provision of mental health services in Worcestershire, with broad aims such as education, raising awareness, developing models of good practice, and resourcing.



5 minutes with...

Ros Keeton, Chief Executive

What's your current job? I am Chief Executive of Worcestershire Mental Health Partnership NHS Trust.

What's your typical working day like? Each day is different and full of variety which I enjoy. I try to get out to visit a service and meet with patients/service users once a week to make sure I keep my feet on the ground and in touch with the real issues.

If you weren't at work today, what would your ideal day consist of? A long walk with a group of friends, followed by a meal and a drink in a pub with lots of laughter.

What other jobs have you done? When I was a student I had lots of different part-time jobs including working for Marks and Spencer, working on a smallholding in the tomato greenhouses and selling children's clothes. I qualified as a dentist in the early 80's and have worked in the NHS ever since in a variety of clinical and managerial roles.

What would your ideal job be? I think I've got an ideal job now. It is a huge privilege and a pleasure to be a Chief Executive in the NHS.

How have things changed since you started your career in the NHS? The NHS has changed a lot, the service is much more structured and businesslike and I think we are more focused on patient experience now than we were in the past.

What's the best thing about the NHS? The people who work in it! I have worked alongside many people who I have huge admiration for. The NHS is a great place to work, staff are friendly and we are all united with a common purpose - serving our clients' or patients' best interests.

What book are you currently reading? I have just discovered Anne Tyler and am really enjoying her books. I am currently reading her fourth one in a row called 'Digging to America'.

What was the last film you watched? I recorded The History Boys by Alan Bennett and really enjoyed watching this over the Christmas break. I am a big fan of Alan Bennett and have not only read the book but saw the theatre production in Birmingham with the same cast as the film – absolutely excellent.

If you could change one thing about the NHS what would it be? I would like to take the NHS out of direct political control. We would be able to have longer term policy direction and be able to really embed change. It would also decrease management restructuring which takes time and effort away from the most important thing - patient care.

Who would be your ideal dinner companion/s? I would like to have dinner with a group of contemporary artists including Anish Kapoor, Barbara Hepworth and Antony Gormley. I would also invite my late father who during his long retirement built up a considerable knowledge of contemporary art. I hope we would have some excellent discussion.

Would you like to get involved?

By becoming a Foundation Trust member you have shown your support for your local Mental Health Trust but now you can get further involved. We are setting up three new Forums to enable our Members to have a very real say in what we do and how we do it!.

We are looking for public Members now for each of the following:

Service Users Forum - this will be for any Member who is using or has used any of the services the Trust provides

Carers Forum - this is for any Member who is a carer of a user of any of our services

Members Forum - this is for any Member who is neither a service user nor carer but who is interested in our services

The Terms of Reference for each group will be drawn up over the next couple of months and we hope the new Forums will commence this spring. It is anticipated that members of the Forums will look at all aspects of service delivery, at policies and new developments and they may work together on some projects.

If you would like to find out more then register your interest with the FT Office by calling 01905 681425 or by emailing ftoffice@worcsmhp.nhs.uk or write to us at FT Office, WMHPT, Isaac Maddox House, Shrub Hill Road, Worcester WR4 9RW

NB: Staff members will not be able to join these Forums but we are looking at ways of engaging staff Members and hope to be able to announce these shortly.

[Join one of the groups for our Foundation Trust members, find out more about the Trust and make a positive difference to the Trust and our Services!](#)

Other formats

If you would like this information in a larger print size, in audio, Braille or any other format please contact our PALS by phone 01905 681517; by letter Issac Maddox House Shrub Hill Road Worcester WR4 9RW or by email: PALS@worcsmhp.nhs.uk

Bengali

"যদি আপনি এই তথ্যটি বাংলায় চান, তাহলে অনুগ্রহ করে কলুন (01905 681517 এই নম্বরে, চিঠিতে * Issac Maddox House Shrub Hill Road Worcester WR4 9RW এই ঠিকানায় বা ই-মেইল: : PALS@worcsmhp.nhs.uk আমাদের PALS এর সাথে যোগাযোগ করুন।"

Chinese

如果您需要本信息的 [中文版本] 请联系我们的 “儿科高级生命支持项目(PALS)”。 请致电 (01905 681517; 或写信至 * Issac Maddox House Shrub Hill Road Worcester WR4 9RW; 或发送电子邮件至: PALS@worcsmhp.nhs.uk

Portuguese

Caso queira esta informação em *português*, por favor contacte a PALS através do telefone (01905 681517; por correio normal * Issac Maddox House Shrub Hill Road Worcester WR4 9RW ou por email :: PALS@worcsmhp.nhs.uk

Polish

Jeśli życzą sobie Państwo informacji w języku polskim prosimy skontaktować się z nami telefonicznie ((01905681517), listownie na adres: * Issac Maddox House Shrub Hill Road Worcester WR4 9RW albo też na adres email: : PALS@worcsmhp.nhs.uk

Urdu

سے بذریعہ فون PALS میں چاہئے تو، براہ کرم ہمارے زبان کا نام یہاں درج کریں]] اگر آپ کو یہ معلومات
رابطہ کریں۔ PALS@worcsmhp.nhs.uk یا ای میل Issac Maddox House Shrub Hill Road Worcester WR4 9RW

This is the fourth of a series of articles to tell you more about the services we provide. The Trust has seven 'Business Units' each of which is focused on a particular service or services. This article looks at the Integrated Learning Disability Service Business Unit.

Who Are We and What Do We Do?

The Learning Disability service provides a range of community based specialist interventions and support primarily to adults, with some specialist health elements provided to children.

Currently we have a North and South Team with bases in Kidderminster, Bromsgrove, Worcester, Malvern, Evesham and Droitwich. The Teams include Community Learning Disability Nurses (including an Epilepsy Specialist Nurse), Psychiatry, Social Workers, Psychology, Occupational Therapy, Physiotherapy, Speech and Language Therapy and Specialist Behavioural Team. There is also an Acute Hospital Liaison Team covering Worcester, Redditch and Kidderminster Hospital sites and a Primary Care Liaison Nurse, all funded on an annual basis from the Learning Disability Development Fund.

Our role is to inform, enable, and support people to make lifestyle choices that improve their quality of life, general health and wellbeing with due regard to personal safety. This is achieved through various interventions for example assessments, support planning, care pathways, and reviews.

The service operates an open referral system, these are monitored, allocated and processed via the Community Team Managers.

The Learning Disability Provider services which include Day Opportunities, Residential and Short Breaks, are now managed by Older People/Physical Disabilities Provider Services, Adult and Community, Worcestershire County Council.

Future Integrated Learning Disability Service Structure

The single vision of the service is to deliver the benefits of 'Valuing People Now', and equally ensure that all staff feel valued and importantly understand their contribution to this and its delivery.

The future management structure will be organised and embedded to support the integrated delivery of both the health and social care agenda, maximising opportunities, skills and resources from both organisations.

The new structure will also include the NHS provided units at Churchview and Osborne Court.

The Learning Disability Business Unit Lead post will be advertised in the very near future.

A Carers Strategy for Worcestershire

There have been a number of meetings in the last few months with carers looking at the support available and future support which will be needed to help them care and support their own well-being.

The Vision

In 2008 the Government produced its vision for carers 'Carers at the heart of 21st-century families and communities'. The Strategy sets out a ten year vision that, the report says, must be a shared responsibility between central and local government, the NHS, third sector, families and communities. The principles are that by 2018:

- *carers will be treated with dignity and respect as expert care partners*
- *carers will have access to the services they need to support them in their caring role*
- *carers will be able to have a life of their own*
- *carers will not be forced into financial hardship by their caring role*
- *carers will be supported to stay mentally and physically well*
- *children and young people will be protected from inappropriate caring roles*

In Worcestershire

A countywide strategy for carers is due to be published very shortly and views of carers of mental health service users are being sought. A number of consultation events for this group of carers have been held in the last year, together with a focus group held in March 2009 where carers caring for people with mental ill health were able to contribute to the wider review. There was a lively debate and comments were taken forward.

Worcestershire Mental Health Partnership NHS Trust is reviewing the support provided to families by its staff and would welcome any thoughts, ideas and comments that carers may have. Please contact the FT Membership Office on 01905 681425 or email: ftoffice@worcsmhp.nhs.uk

The full document 'Carers at the heart of 21st-century families and communities' is available to read on the Department of Health website: www.dh.gov.uk

Worcestershire Association of Carers is offering a series of free sessions called "Caring with Confidence" that aim to help carers make a positive difference to their lives and the lives of the people they care for.

Caring with Confidence will be at venues across Worcestershire starting early in 2010. This is a pilot scheme which, if successful, will continue. If you are interested telephone 01905 26500 or 0800 652 3151 or E-mail to cwc@carersworcs.org.uk

HM Government

Carers at the heart of
21st-century families
and communities
"A caring system on your side.
A life of your own."



Meet a Member

Anthony Goldsmith



My involvement with Mental Health issues originates from when I was Divisional Secretary of Wyre Forest SSAFA Forces Help and my interest grew in mental health issues when meeting many veterans who, for some reason or another, had lost their way in life. It was very obvious that the support and help these people needed was not available from the normal medical channels and there was no personal support as one had to go with the tide as stated by Government. It should also be recognized that the State cannot be all things to all people!

Due to this, last summer I undertook a fairly detailed private study on Mental Health in Wyre Forest. Did you know in Wyre Forest, there are some seventy organizations that purport to have a role in Mental Health? This seemed to suggest there was considerable duplication in the various aims either to justify a target or worse, little understanding of the on-ground problems experienced by those in need of help. The downside is that this chews up the few funding resources which could be better utilized. The other key point that came to light was that most people with these problems are only too willing to be helped to get over their plight but help, mentoring and other personal support mechanisms need to be available, probably from the voluntary sector which plays a vital role. Employers need more encouragement in understanding and a willingness to help.

Wyre Forest is blessed with some very dedicated people but their experience and skill to help others is quite often handicapped by a system that is inflexible, duplicated and lacks total local discretion and direction.

I attended a conference in Worcester and

one speaker in particular explaining "Happiness" mentioned three words which, to me, summed up the problem of Mental Health. These were, "Learning, Philanthropy and Spirituality". In other words, the willingness of all of us to help those one in four people who suffer from a variety of mental health disorders is essential. No one person can solve the problem. Family, friend, work-mate, a stranger, a business acquaintance and many others can all help. Perhaps what has focused my mind is how our Service personnel are treated upon their return from a war theatre. Physical disabilities can be seen and understood but mental health is a silent illness and once these people are "out in the cold", their world is lost. Mental Health and Homelessness, can happen to anyone no matter the walk of life from which they come but nearly 17% of the prison population is ex-Service.

There should be more emphasis on soft skills training and attracting volunteers to help those in need. Pressures of modern day living such as debt and social changes make matters worse. There are many people who are discarded to one side classed as dysfunctional and therefore left off the wagon train.

This is what has motivated me, apart from some anger, into action and to subscribe as a member of the new Foundation Trust which I hope will address urgently these problems. Let us hear more of the word "need" and less of the State and its targets.

January 2010

**Anthony Goldsmith -
Chairman of the Wyre Forest
Multi Agency Group**

We welcome your views! Let us know what you wish to see included in your newsletter or any contributions or comments you may have by contacting us at the address on the back page

Top Tips for good mental health and life!



Set realistic goals

Rome wasn't built in a day. ...

Setting realistic, achievable goals is a good way of keeping spirits up and keeping moving forward. Write down your goals and when you hope to have them completed.

Don't feel bad if you have to change your plans along the way as long as you're clear on the reasons why. Remember to congratulate yourself every time a goal is reached!

Drink sensibly

Even though it might make us feel good in the short term, alcohol is a depressant drug.

Even a small amount of alcohol before bed stops us getting enough deep sleep to feel properly refreshed – and the world never looks good through a hangover.

Avoiding too much alcohol is crucial for both our mental and physical health, but particularly when we're feeling low or anxious.

Introducing Quality Accounts – what matters to you?

From April 2010, the trust will be legally required to produce annual Quality Accounts, just as we publish financial accounts. Quality Accounts will be reports to the public on the quality of services we provide, looking at the three areas of quality:

- Safety
- Effectiveness
- Patient/Service User experience

The primary aim of Quality Accounts is to improve the quality of healthcare services. This will be achieved by improving accountability to the public. Our Quality Account should address the quality of the services we offer and should be presented as a short, readable document that is accessible to all members of the local community. A Quality Account should be developed with our stakeholders – our commissioners, our staff, our service users and carers, as well as the wider community.

In order to ensure local ownership, a large amount of the content of our Quality Account should be determined locally and should report on local priorities. Whether it is cleanliness or care plans - this is your opportunity to help shape the content of the Quality Account and we would like you to get involved to help us improve the quality of services we deliver.

What would you like to see in our Quality Accounts? What matters to you?

For further information, or to tell us your priorities, please contact: the FT Office. Contact details are below:

Contact us at:

✉email: ftoffice@worcsmhp.nhs.uk

☎tel: 01905 681425

or write to us at:

Foundation Trust Membership Office,

Worcestershire Mental Health Partnership

NHS Trust, Isaac Maddox House,

Shrub Hill Road, WORCESTER WR4 9RW



to let us know if you move house or change your email address so that we can update our records.

Find out more information about the

Trust on our Website 

www.worcsmhp.nhs.uk