

**YOUR LOCAL SOUTH WEST DEVON GUIDE
GETTING YOUR VIEWS HEARD IN MENTAL HEALTH**

NEWS & VIEWS!

AUGUST
2008



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Ring 01626 357372 for our self-help/support & helpline updates

MENTAL HEALTH INVOLVEMENT WORKERS, South West Devon 01626 357372

JANET HOOPER (07825 027685) PENNIE EVANS (07967 093174)
janet.hooper@nhs.net Pennie.Evans@nhs.net

ST MICHAELS, NEWTON ABBOT HOSPITAL, 62 EAST ST., NEWTON ABBOT TQ12 4PT

JANET & PENNIE'S MONTHLY SERVICE USER/CARER GATHERINGS

Our monthly gatherings are a chance for people with mental health issues and their family/friend supporters to meet and share ideas/feedback/views. We usually have a speaker in the first half of the meeting, who tells us about what they do and takes questions & feedback. We provide fruit/biscuits and a cuppa! We can take forward your ideas and views to the relevant managers. Do come & join us!

Our next two monthly gatherings are from 1.30 - 4.30
at ST MICHAEL'S, NEWTON ABBOT HOSPITAL, on

➤ **WEDNESDAY 27th AUGUST**

*with Nicola Grieveson, new South & West Devon Recovery Lead
& Pauline Coldwell, 'Urgent & Inpatient Care' Lead*

➤ **TUESDAY 30th SEPTEMBER**

*with Diane Bardsley, Involvement Lead,
Care Services Improvement Partnership South West*

There's a September meeting too in TAVISTOCK to share views/ideas:

➤ **THURSDAY 4th SEPTEMBER, 2 till 4
TAVISTOCK, at ABBEY RISE (Rethink Room)**

MORE OPPORTUNITIES TO GET INVOLVED/HAVE A SAY

'INTERVIEW SKILLS', 12th AUGUST, 3-5, ST MICHAELS, NEWTON ABBOT

Pennie & Janet are running another interview skills session - it includes looking at typical job descriptions & finding out how to put together good interview questions. Do ring to sign up!

'BREAKING NEW GROUND: MAKING THE MOST OF MEETINGS', 11 September

Pennie & Janet, together with Jay from Torbay and Gwen from South Hams, are running a session on 11th September about making the most of meetings. This will run from 1.30 till 4 (tea/coffee from 1) in Newton Abbot - we hope it'll be informative, hands-on and fun. Please put it in your diaries! More details will follow later, but do get in touch if you're interested.

SOUTHWEST NETWORK OF USER GROUPS [SNUGs!], Autumn Gathering 2008

The next quarterly SNUGs gathering will be in Plymouth (travel expenses paid), on **Monday 15th September** - bringing together service users from across four counties for a stimulating & fun day! Please talk to Janet/Pennie to find out more.

BRIDGES & BARRIERS TO INVOLVEMENT IN 'CARE PLANNING'

Sarah Robens came to Janet & Pennie's July meeting to talk about her research into 'care planning' - she works with the Mental Health Research Group, Devon Partnership NHS Trust & Peninsula Medical School, and she's looking for people locally to be involved in the research. We had 20 people at the meeting, and afterwards, Sarah sent us this piece for our newsletter:

"Thank you so much to the lovely group of people I met with in Newton Abbot last week. You provided me not only with very interesting information and comments, but also a renewed vigour in the research due to your interest and enthusiasm! For those of you I didn't meet, I met with the group to tell people about a piece of research I'm carrying out which is looking at the bridges and the barriers to service user and carer involvement in care planning. This research originated from the Exeter Service User Group, and was based on the premise that many service users and carers feel that their level of involvement in putting together and reviewing their own care plans is not what they would wish for. In carrying out the research I've been attending care plan reviews to observe the interaction between service users, carers and CPN or care coordinator, and then following that up with three separate interviews - one with each person who was at the review - to discuss their feelings about the review. All of the data is completely anonymised, so only I will ever know who said what. And I'm looking for people to get involved! For service users, if you're due to have a care plan review in the next nine months or so, and would like to talk to me about getting involved in the research, then please contact me. And if any interested carers would like to discuss it with the person they care for, or would like me to, then please let me know. My phone number is **0781 331 8823** and my email: sarah.robens@pms.ac.uk or sarahrob98@yahoo.com. Many thanks."

LAUNCH of DEVON 'LOCAL INVOLVEMENT NETWORK' [LINK]

What are LINKs? They're new set-ups which aim to represent the views of local people and allow everyone to have a say in how health & social care services are run. There are three 'LINKs' across Devon, one for Plymouth, one for Torbay, and one for the rest of the county. This last one - the Devon LINK - is launching with five events across Devon: locally, these include Tavistock & Totnes, on 16th & 17th September. We've been invited to put forward up to four 'reps' for each local event - please get in touch with Janet/Pennie to find out more. [See also page 6 below for an update on the Torbay LINK.]

FEEDBACK

JANET & PENNIE'S JULY SERVICE USER/CARER MEETING

There were 10 clients/service users/survivors and 9 carers at our July monthly meeting. Sarah Robens was our guest speaker - see this page above for details.

In the 2nd half of the meeting, we shared feedback, views & news - here's a small selection:

TORBAY SUICIDE ACTION GROUP

Torbay has a high rate of suicide, and a person in our local network is involved with the new local 'Suicide Action Group'. It's just up and running, and will be meeting monthly. If you have any views or ideas to pass on, please let Janet or Pennie know.

ACTIVITY SESSIONS, 'THERAPY UNIT', HAYTOR/OAK WARDS, TORBAY HOSPITAL

In our June newsletter we put out a call for volunteers with some experience/interest in arts & crafts to help out on the South Devon inpatient wards - the Occupational Therapists [OTs] have set up regular Monday afternoon activity sessions in the old 'Day Treatment' unit next to the wards. A local client who DID volunteer told us she's been doing this for a month now, and it's going really well. She feels that these sorts of activities, arts & crafts, cookery, pottery, etc., are SO helpful for patients - and, indeed, for people out in the community with mental ill-health. One reason she got involved was because she felt really strongly about the two 'Day Treatment' units in Newton Abbot & Torbay Hospitals effectively closing, quite a while ago now. Lots of people in our local network also feel very strongly that activities like these are vital for people both in hospital and in the community, and want to see them maintained - and extended!

HOLISTIC GARDEN AT GLENBOURNE INPATIENT UNIT, PLYMOUTH

An ex-service user went to the opening of the new garden at the Glenbourne Inpatient Unit in Plymouth - he said there were lots of people there, it was a good event. The garden has footpaths & fragrant plants, and two water features are also planned in the next few weeks.

CHANGING CPN OR CARE COORDINATOR

People discussed their worries around possible changes to CPN or care co-ordinator. [We know that the Devon Partnership Trust [DPT] is hoping to make as few changes as possible in this respect during the shift over to 'networks'. See also page 7 below, 'A Guide to Networks'.] One client in particular is losing her long-standing CPN because of the changes, and feels vulnerable as a result, even though she'll be supported during the transfer process to a new CPN. People feel that it's difficult to reconcile having little or no choice in changing CPN with the ethos of the local DPT 'Recovery & Independent Living' group and their focus on 'recovery' & 'choice'.

DARTMOUTH COOL RECOVERY GROUP

The Dartmouth Cool Recovery Group is doing well with a new facilitator - though they're finding it difficult to get the local press to flag up the group, it's unclear why. The group meets weekly on a Thursday morning at Townstal Baptist Church Hall. Call Cool for details, 01803 299511.

'CARE PLANNING' MEETINGS

Several people were concerned that clients can find care planning meetings very stressful. Various ideas were put forward: support the client beforehand to write down the points they'd like to make; maybe don't sit in a big formal circle in the middle of the room; make sure the staff introduce themselves; maybe have an 'ice-breaker' to start; offer drinks; have a break at some point; ask if it's possible to have *less* people involved. People also think that it's really important to try to help rebuild relationships between service users and their relatives if they break down - one carer said they'd had regular family therapy at one local unit, and it helped so much. Another service user said this had been very helpful for her family too.

A NEW START FOR SOUTH DEVON'S 'ACUTE CARE FORUM'

The local so-called 'Acute Care Forum' has just re-launched, it meets every two months to pool people's ideas & views on ways to improve inpatient care on the wards. A local service user and carer who are part of the group said they both feel positive, it could make a big difference - but it's at an early stage yet. If you're interested in finding out more, do get in touch.

COMMUNITY MENTAL HEALTH TEAM [CMHT] 'DEVELOPMENT GROUPS'

Most of the Community Mental Health Teams [CMHTs] in South & West Devon have regular 'development group' meetings, where CMHT clients, carers & staff get together to share views & news, feedback & ideas, to help improve services. A service user said that, at the recent Torbay CMHTs group, they worked on the team information leaflet, they looked through the ideas in the suggestions box, and they talked about good ways of networking. Do ask Janet/Pennie for details - the other local groups meet in Newton Abbot, Tavistock, and Kingsbridge.

TORBAY LINK / LOCAL INVOLVEMENT NETWORK

A carer & a service user in our local network are going along to a preliminary meeting for the Torbay LINK. This is one of the three Devon LINKs [see page 4 above] - they're supposed to be quite independent of local NHS Trusts, and we hope they'll have some clout! They'll be open to anyone who wants to get involved once they're set up. The preliminary meeting is to put together some 'groundrules' for the way the Torbay LINK will be set up. The carer was disappointed to see that adverts in the local press for the new Torbay LINKs mentioned various different areas of health & social care - but not mental health! Seemed a bit of an omission...

There was lots of other useful input at our July meeting; full write-up available from Janet/Pennie. Feedback always goes direct to Devon Partnership Trust and to relevant managers too.

'RECOVERY DEVON' JULY MEETING

Janet went along to this very interesting 'Recovery Devon' open meeting, which was held at the Livermead Cliff Hotel in Torquay on 24th July. There were two dozen people there, including some of our local clients and carers (who made some thought-provoking & valuable comments - of course!), and several local workers too. These are just a few key points from Janet's notes.

The guest speaker was Mike Slade, who's a London-based researcher and psychologist, and who also described himself as a '**MESSENGER**', because he gets ideas about recovery from people using services and passes them on. Mike's just had a year out travelling the world to look at '**RECOVERY IN ACTION**', and shared with us some of the 'messages'.

He thinks that one of the challenges around 'recovery in action' is that people often don't connect with it, they don't see what it really means - and so we all need to get better at communicating the message and staying enthusiastic, no matter how slowly people might come on board with recovery ideas. And then perhaps the next frontier may be thinking about and understanding how best to use **PEOPLE'S STORIES**, because these are so important.

Mike used a really clever picture with a hidden 'message' to demonstrate what he called '**ONE-TOUCH LEARNING**' - once you 'get' what recovery's about, then it touches everything you do. And then what you need to do is to try to **WALK IN THE PERSON'S SHOES**, to see things from their perspective. What really matters is to put the individual's perception of their own life, their own 'recovery', ahead of the professionals' perception - and to see people who use services as **PART OF THE SOLUTION**, not the problem.

"I can do what I can do - the world doesn't have to change overnight."

Mike then talked about some of the services he's seen around the world (and here in the UK) which 'walk the walk' around recovery. In **CORNWALL**, for example, they employ professional storytellers to train people **HOW TO TELL THEIR OWN STORIES AS HEROES/CHAMPIONS** rather than as victims/patients. To make recovery more visible, how about waiting-rooms having **RECOVERY STORIES ON THE WALLS** alongside the usual leaflets? In a USA inner-city area, people

in crisis are brought in (often by police) to an emergency clinic where they're greeted by **WORKERS WHO THEMSELVES HAVE EXPERIENCE OF MENTAL ILL-HEALTH** and can relate more readily. In Canada, a '**PEACE RANCH**' is part of the inpatient services, a working farm where people need to **GET UP IN THE MORNING FOR A REAL REASON** - because the hens need feeding, not because they need to have a structured day.

Lastly, Mike talked about the **TASKS OF RECOVERY**, both for the person who's unwell and the worker/supporter: **IDENTITY**, **RELATIONSHIPS** and **MEANING** are all vital. He sees the job of services as helping people to find meaning, to find a narrative or story that works for them.

How does the story help you to manage your own life? What actually matters to you? What do you want, and how can you make progress towards that?

The supporter's role is very much about helping people to '**STAY IN LIFE**'.

For more info, call Laurie Davidson on 01364 661121, laurie.davidson@bopenworld.com. Or email Mike: m.slade@iop.kcl.ac.uk. Mike's writing *The Handbook of Recovery*, due next year.

INFORMATION & NEWS

'A GUIDE TO NETWORKS' IN THE DEVON PARTNERSHIP TRUST

The Devon Partnership Trust has put together a brief two-page guide about how they're re-organising their services at the moment. The guide explains how the Trust will be delivering services through 'networks', and talks about the three 'functions' which services are being grouped into: '**Mental Wellbeing and Access**', '**Recovery and Independent Living**', and '**Urgent and Inpatient Care**'. It helps make the new set-up a bit clearer - do ask Janet/Pennie for a copy. (We have other, more detailed paperwork too for those who are interested.)

See also the attached list of managers & leads in South & West Devon and Torbay.

The changes may also mean that some clients have a change of CPN or 'keyworker', although the idea is to keep that to a minimum, and to make sure that the process is "sensitive and flexible to service users' need". There's a brief paper about this too, called '**Transfer, Active Review and Discharge Protocol**' - this is basically about making sure there's a smooth process if clients have to move worker (or are discharged). The paper makes it clear that service users (and any other "significant person" they identify) must be involved and consulted with, if they choose, throughout the process. Do talk to Janet/Pennie to find out more.

NEW! - 'TIME FOR LIFE'

'Time for Life' is a new free service across Devon (except Plymouth & Torbay) which helps people aged 50+ to build confidence, & to remain active & independent (www.timeforlife.org.uk). It's funded by the Department of Health and supported by Devon County Council. A mentor will work alongside individuals for up to 12 weeks to help with getting out & about, exploring new experiences & skills, & making new friends. The service is managed centrally from Exeter, and there are six local coordinators, including in South Hams, West Devon & Teignbridge. Call direct on 0845 296 7997, or email info@timeforlife.org.uk; or you can talk to your GP first.

'CONFIDENTIALITY & CARERS' GUIDELINES'

These guidelines have grown out of the work of a small group which originally started meeting in South Devon, and which included local carers & carer support workers. The guidelines are now

officially attached to Devon Partnership Trust's policy on confidentiality, and they're a 'must-read', with sensible & sensitive ideas illustrated by examples. Talk to Janet/Pennie for info.

HEALTHCARE WATCHDOG REVIEWS INPATIENT SERVICES

The Healthcare Commission has just published the results of a national review of inpatient services. The review - the largest ever - highlights areas for action across all 69 NHS Trusts providing inpatient mental health services in England. The Devon Partnership Trust was rated 'fair' overall for inpatient services (as was Plymouth). The website also gives details of the 2007 survey into *community* mental health services. Go to the homepage and follow the links to find out more: www.healthcarecommission.org.uk/homepage.cfm; or ask Janet/Pennie for info.

'MAKE A LIFE' IS ON THE MOVE!

The 'Make A Life' charity has moved out of its premises at the Baptist Church in Newton Abbot, and is now meeting instead at the Haven (Unit 8, Bradley Lane) - on Wednesdays still, from 10 till 4. The charity supports people in recovery, and offers a variety of activities. They're also planning outdoor moorland and/or coast activities on Mondays or Fridays, with refreshments & transport provided. Why not pop on over one Wednesday? - the kettle's always on the boil, the seats are comfy, and you'd be most welcome!

'PERSONALITY DISORDER' TALK, 24th SEPTEMBER, EXETER

"Everything you wanted to know about personality disorder" - that's what it says on a flyer from the Institute of Health Service Research advertising a talk/seminar by Dr Paul Moran, Clinical Senior Lecturer from the London Institute of Psychiatry. The talk's from 1 till 2 on 24th September in the lecture theatre, Peninsula Medical School, Royal Devon & Exeter Hospital. If you'd like to go, contact Pam Gurney on 01392 262977, pam.gurney@pms.ac.uk.

SELF-HELP / SUPPORT IN SOUTHWEST DEVON

Please ring Janet/Pennie if you'd like a copy of our latest updated list of self-help/support across South West Devon, and also our list of helplines/websites.

COOL RECOVERY, SOUTH DEVON

Do get on the mailing list for the monthly 'COOLNEWS' - ring Cool Recovery on 01803 299511.

SOUTH DEVON CARERS' CONSORTIUM

South Devon Carers' Consortium provide ALL carers in South & West Devon (including mental health) with lots of great info/support/ways to get your views heard - ring 01803 294275.

ATTACHED PAPERS

- OUR AUGUST PLANNER - WHAT'S ON WHERE & WHEN
- 'CATCH TOMORROW NOW' BY NICK HEWLING
- LIST OF DEVON PARTNERSHIP TRUST MANAGERS/LEADS IN TORBAY & SOUTH & WEST DEVON

South & West Devon **HAVING YOUR SAY!** August 2008 Planner
 Call Janet/Pennie on 01626 357372 (Janet 07825 027685 / Pennie 07967 093174)

DATE	TIME	WHAT'S ON	WHERE
Friday 1st			
Monday 4th		JANET'S ON LEAVE 2 DAYS THIS WEEK (working on Friday)	
	1.30 - 4	Devonwide 'Local Implementation Team' Service User Network meeting - local service users can take in views, talk to Pennie	Exeter
Tuesday 5th	10 - 12	Pennie visits Oak Ward to get feedback from patients	Torbay Hospital
	1 - 3	Pennie visits Eastcliffe project to get views from service users on how local services are working for them	Dairy Maid Café Teignmouth
	7 - 9 pm	Pennie & Jacek, Support Time Recovery worker on the ward, run new Inpatient Carer/Family Support Group (every fortnight)	Haytor Day Centre Torbay Hospital
Wednesday 6th	1.30 - 4	Devonwide 'Local Implementation Team' [*LIT], local service users & carers can take in views & issues, talk to Pennie	Exeter
Thursday 7th	11 - 1	Teignbridge *CMHTs 'Development Group' - clients/carers/staff from Laurels & Teign View share views/ideas to improve services	St Michaels, Newton Abbot Hospital
		South Hams Bipolar self-help group NO MEETING THIS MONTH, relaunching in Autumn, call Georgina on 07766 304226	Harbour House Kingsbridge
	7 p.m.	Torbay Bipolar self-help group meet monthly (on 1st Thursday), but NOT usually in August - call 01803 292295 for more info	87 Abbey Road, Torquay
Friday 8th	10 - 12	FREE 'Direct Payments' workshop led by David Cooke	24 Midvale Rd, Paignton
	10 - 12.30	Janet & local client are going to a planning meeting about a Devon-wide book of recovery stories - do pass on any ideas!	Exeter
	11 - 1	'Recovery & Independent Living' local *DPT group - clients/carers can take in your views, talk to Pennie/Janet	St Michaels Newton Abbot Hospital
Monday 11th	10 - 11.30	Pennie visits Haytor Ward to get feedback from patients	Torbay Hospital
	2 - 3.30	Brixham/Paignton/Torquay *CMHTs Torbay 'Development Group' - clients/carers/staff share views/ideas to improve services	Waverley House, Torquay

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Tuesday 12th	12.30 - 2	Kingsbridge *CMHT open meeting to share ideas/views about local services - all welcome, just come along!	South Hams Hospital, Kingsbridge
	3 - 5	Janet/Pennie run interview skills training session for local clients & carers interested in taking part in staff interviews	St Michael's Newton Abbot Hospital
Wednesday 13th		PENNIE'S ON LEAVE UNTIL 26th AUGUST	
	2 - 4.30	Torbay Local Implementation Group [LIG] planning meeting - local service users/carers can take in your views, talk to Janet	Oldway Mansion, Paignton
Thursday 14th			
Friday 15th	11 - 1	Janet visits the Haven to hear people's views/feedback/ideas	Newton Abbot
Monday 18th	6.45 p.m.	Teignbridge Carers' monthly meeting, all welcome! - call Kim Cox 01626 357335 or Liz Hodgson 01626 775951	St Michael's Newton Abbot Hospital
Tuesday 19th	2 - 3.30	West Devon *CMHT meeting for staff/clients/carers to share ideas/views Ring Janet for info.	Rethink base, Abbey Rise, Tavistock
Wednesday 20th	1.30 - 3	Janet visits South Hams Rethink to hear people's views & ideas	Horizons, Kingsbridge
	2 - 4	Carers/Carer Support Workers meet to work on specification for revamped carer support service. TALK TO PENNIE for details.	Exeter? - to be confirmed
Thursday 21st	1.00 - 2.30	Janet visits Totnes Rethink to hear people's views & ideas	The Pulse, Totnes
Friday 22nd	10.30-12.30	Janet visits West Devon Rethink to hear people's views & ideas	Abbey Rise, Tavistock
Monday 25th		BANK HOLIDAY MONDAY	
Tuesday 26th	1.30 - 3	Janet visits Harford Ward to get feedback from patients	Glenbourne, Plymouth
Wednesday 27th	1.30 - 4.30	Pennie & Janet's Service User/Carer monthly meet, with Pauline Coldwell (inpatient/crisis care) & Nicola Grieveson (recovery lead)	St Michaels Newton Abbot Hospital
Thursday 28th	11 - 3.30	SANITY FAYRE: stalls, music, entertainment, awareness-raising!	Plymouth Guildhall
Friday 29th			
Saturday 30th	11.30 - 1.30	Janet visits Make A Difference Café to hear people's views/ideas	United Reform Church, Tavi

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**DEVON PARTNERSHIP NHS TRUST
TORBAY, SOUTH & WEST DEVON NETWORKS
CROSS-NETWORK MANAGEMENT UPDATE, JUNE 2008**

Torbay and South & West Devon are the two local networks, but they are essentially operating as one locality for their network design and delivery of services. These are the management and leadership arrangements as at June 2008.

General Managers: Shawn Tait & Trevor Snowden

Functions

Urgent & Inpatient Care

General Manager:	Shawn Tait
Assistant General Manager:	Pauline Coldwell

Recovery & Independent Living

General Manager:	Shawn Tait
Assistant General Manager	Nichola Grieveson

Mental Well-being & Access

General Manager:	Trevor Snowden
Assistant General Manager:	Terry Grace

Older Peoples' Mental Health

General Manager:	Trevor Snowden
Service Managers: Torbay	Chris Whitehead
South & West	Interim arrangements to be confirmed

These arrangements show that both the General and Assistant General Managers have cross-network responsibilities and as such, along with colleagues listed below, form the cross-network senior management team:

Head Psychologist:	Peter Whittle
Lead Occupational Therapist:	Anne Browell
Modern Matron:	Linda Moore
Human Resources Business Partners:	Sarah Johnson & Jenny Parker
Management Accountant:	John Morris (assisted by Emma Clark)

Associate Medical Directors:

Torbay:	Dr Joanna Wildgoose
Teignbridge:	Dr Subhash Gupta
South Hams & West Devon:	Dr Keith Dudleston

Catch Tomorrow Now

Nick Hewling

Can you stop?
Let go of thoughts and feelings
Of the past and future
And just be in the present moment.

Now is all there is.
Re-attach your emotions to your senses
In the real physical world of the present.

Notice what cues your thoughts now
Acknowledge them and let them go
Good or bad.

Allow yourself to feel the bad when it happens
Then it passes quickly.
Allow yourself to be 'surprised by joy'
And let go those feelings too.
Knowing they will return unbidden.

Think of yourself as having no fixed self.
Able to construct a self anew every day
Attentive to others, unconcern for an 'I' or a 'me'.
Aware of the others who make you what you are.
You learn most by imitation.

You only remain fixed
When you remake yourself today
As you were yesterday.
You imagine the past must persist into the future
But only because you reproduce it afresh everyday.
Don't look forward or back, but around.

Seek to be more relaxed and aware.
Absorb what's around you
And catch tomorrow now!