

“Having A Voice ”

The newsletter for mental health carers



charity registration number 1085491

Summer 2019

In this newsletter you can find out more about the Community Navigation Service and our Annual Event for Carers. You can also discover what Hertfordshire Partnership University NHS Foundation Trust's (HPFT) new Executive Director of Service Delivery and Service User Experience, Sandra Brookes, hopes to achieve for carers in her role. In June 2019, Hertfordshire County Council announced the contracts with health and education partners to deliver mental health and learning disability services in the county from 2019 - 2024. HPFT will continue delivering mental health services.

For more information about anything in this newsletter or to find out more about our support for carers whose lives are affected by someone's mental health problems please contact us:

☎ 01992 58 69 69

@ contact@carersinherts.org.uk

🌐 www.carersinherts.org.uk

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SG14 1AX.**

Welcome

Welcome to our Summer newsletter, our first of 2019 for carers looking after someone with a mental health condition. Since our last newsletter we have restructured our Involvement Team. We now have three



Development Workers that work with carers of adults with a mental health condition, who misuse drugs or alcohol, or have a dual diagnosis of both substance misuse and mental health problems. The team consists of Rosemarie Muldoon, Nicola Beedell and Sarah Williams (*pictured above left to right*). They each cover different areas of Hertfordshire. Nicola covers North Herts, Stevenage and Welwyn/Hatfield; Rosemarie covers Broxbourne and East Herts; and Sarah's area is Dacorum, Hertsmere, St Albans, Three Rivers and Watford.

The team is involved in the planning of our Annual Event for Carers, which takes place in September. You can now book a place to the event – more details are on page 3.

The team also organise and run Forums and topics covered at our Mental Health Carers' Forums this year have included a discussion about Hertfordshire Partnership University NHS Foundation Trust (HPFT) plans to remodel the Crisis Service and First Response Team and also an explanation of advanced decisions and advanced statements about your wishes regarding the care you want in the future. Speakers from HPFT attended and answered carers' questions.

The minutes of what was discussed at the Forums are on the Carers in Hertfordshire website. There are still two Forums planned for this year - **Tuesday 17th September 2019, 10:30am-1pm**, and **Thursday 21st November 2019, 12:30pm-3pm**, at Oxlease House, Travellers Lane, Hatfield, AL10 8TJ. If you wish to attend please book a place by calling 01992 58 69 69 or online at www.carersinherts.org.uk/events

If there is a topic you would like covered at a Forum or in a newsletter please get in touch with us (details on the left).

Making Carers Count

Spotlight on the Hospital and Community Navigation Service

As Hertfordshire Partnership University NHS Foundation Trust (HPFT) is currently working with carers and others to review carers' involvement and needs when people are discharged from its mental health inpatient services we thought we'd remind you about the Hospital and Community Navigation Service.

Community Navigators support people in Hertfordshire who are struggling to find the help they need. They also work with people about to be discharged from hospital and their relatives or carers to direct them to suitable community services.

Their input should:

- Improve the lives of the people they support as it can reduce social isolation and boost health and wellbeing;
- Help speed up hospital discharge by connecting people to services and support in the community; and
- Enable professionals to understand each other's services better, which can mean more efficient use of resources and less duplication in provision of support.

Here Matt Charles, Head of Health and Wellbeing at Age UK Hertfordshire, explains more about the service.

“The Hospital and Community Navigation Service (HCNS) is a project delivered by a partnership of voluntary sector organisations including Age UK Hertfordshire, The British Red Cross and Carers in Hertfordshire. Our aim is to support people who are returning home from hospital or are struggling to manage at home.

Underpinned by HertsHelp, the HCNS can provide a range of services including help to find solutions to social isolation, support with form filling, assisting with shopping and collecting prescriptions, and helping clients to access support services in their local area.

Our friendly, experienced staff can help with what matters to you, understanding individual situations. They provide personalised support and planning to achieve set goals. The following case study provides a good example of how we can help.

Mrs R who is caring for her husband got in touch as she wanted support with introducing him to some social activities. He wanted to build his social connections but was unsure how to do this.

During the initial conversation Mrs R advised that her relationship with her husband was deteriorating due to being his full-time carer and that she felt close to carer breakdown.

The Community Navigator introduced Mr R to a local lunch and activities club and he enjoyed his first visit. However, when he expressed being unable to continue due to costs the Community Navigator and Club Manager agreed a lower fee and this helped Mr R to attend the club once a week.

In addition to this, the Navigator helped Mr R access sensory services and a second lunch club.

Crossroads also offered support by visiting and assisting Mr R to take a walk once a week as well, which gives Mrs R a break.

Mrs R was referred to Carers in Hertfordshire and she received emotional support and help with IT training so she could make use of her iPad. She was also referred for a benefits check and as a result gained Carer's Allowance.

The changes put in place meant Mr and Mrs R were happier, better able to cope and felt they knew where to turn to for support going forward.”

Mrs R commented: “The Community Navigator changed my life for the better.”



If you would like more information, or make a referral to the service please contact HertsHelp on 0300 123 4044 or email info@hertshelp.net You can also learn more by visiting www.hertshelp.net

Update from Mental Health Trust Director

Hertfordshire Partnership University NHS Foundation Trust (HPFT) has a new Executive Director of Service Delivery and Service User Experience who is committed to enhancing the Trust's work with carers. Sandra Brookes took up the role in April 2019 and is responsible for the delivery of services, customer experience and complaints. Here Sandra shares a bit about herself and what she's working on.

"I've worked in the NHS since 1986, initially as an Occupational Therapist before moving into operational management roles. I have clinical experience in a range of mental health settings including acute rehabilitation, community care, and older people's services.

I joined HPFT at the end of 2014 as Managing Director for the West Strategic Business Unit and after two years moved into the Managing Director post in East and North Herts. In 2018, I took up a new role as Deputy Director of Service Delivery and Service User Experience and I'm delighted with my promotion."



Work projects

"I am currently working with services on how we implement the Trust's Carer Plan 2019-2021, which HPFT launched in February. The Plan was produced with input from carers, service users and others and has six areas of focus:

1. Carers identified as early as possible and recognised as experts in care.
2. Carers of all ages and experiences have a clear offer of support.
3. Essential programmes of training for all staff / clinicians.
4. Options for carers to improve their knowledge.
5. Carers are supported to feel safe in their caring role.
6. Continuous improvement in the quality & provision of support for carers.

I'm also looking at different ways to gain feedback about our services and to improve co-production. The role is giving me a great opportunity to really look at how we can learn from service user and carer feedback to improve service delivery and peoples' experiences. We have a real opportunity to improve communication with carers and our focus on ensuring they have adequate support and looking after themselves."

If you wish to be involved in the work to implement the Plan call 01727 804418 or email hpft.carers@nhs.net

The Annual Event for Carers

Wednesday 25th September 2019

10am - 4pm

**The Fielder Centre, Hatfield Avenue,
Hatfield, Herts, AL10 9TP.**

If you are an unpaid carer please join us to:

- Obtain information and advice from us and other organisations that support carers.
- Hear from speakers from Carers UK and the NHS about what is happening nationally and locally regarding caring.
- Meet other carers.
- Learn about our work over the last 12 months and help shape our plans for the future.



Places are limited, so book early to avoid disappointment. Book via:

Phone: 01992 58 69 69

Email: contact@carersinherts.org.uk

Or at: www.carersinherts.org.uk/events

Support Groups and Contacts

Carers Support Group

Contact: Rod Cottrell 07794 633404.
Meets: Bi-monthly various times and dates so please call.
Where: The Wellbeing Centre, 41 Marlowes, Hemel Hempstead, HP1 1LD.

Caring for Carers in Mental Health Dacorum

Contact: Dick Lovelace 07850 186210.
caringforcarersindacorum.com/
Meets: First Thursday of the month, 7.45pm – 10pm.
Where: Herts Mind Network, 139 Leighton Buzzard Road, Hemel Hempstead, HP1 1HN.

Depression Self-Help Group St Albans

Contact: Peter 07941 450345.
www.depressionalliance-stalbans.org.uk
Meets: Third Friday of the month from 7.30pm – 9.30pm (call for details).
Where: St Albans.

Guideposts Carers' Support Groups

Contact: Lin Fellows, Carers Co-ordinator on 01923 223554.
Watford - Meets the last Monday of the month, 6.45pm - 9pm.
Where: Guideposts, Henry Smith House, 3-5 Estcourt Road, **Watford**, WD17 2PT.
South Oxhey - Meets the second Monday of the month, 1.30pm - 3pm.
Where: Age UK, The Clitherhoe Health and Wellbeing Centre, Clitheroe Gardens, **South Oxhey**, WD19 6RP.

Herts Eating Disorder Carers Group

Meets: Second Wednesday of month 7pm - 8.30pm.
Where: Asda (Community Room), St Albans Road, **Watford**, WD24 7RT.
Contact Hayley for details 07776 397676.

Herts Mind Network Carer Support

Has a range of Carers' Support Groups from its seven Wellbeing Centres. Areas include Bishop's Stortford, Borehamwood, Dacorum, Letchworth, Waltham Cross, Ware and Watford. It also has a yoga group and pottery group for carers.
Contact: 020 3727 3600,
email: info@hertsmindnetwork.org
or visit www.hertsmindnetwork.org

Mind in Mid Herts

Provides support to people in Hertfordshire aged 16+ with mental health issues and their families/carers. They have several offices.
Hertford: 01992 584387
St Albans: 01727 865070
Stevenage: 01438 369216
Wewlyn Garden City: 01707 326065
www.mindinmidherts.org.uk

North Herts Mental Health Support Group

Contact: Jane Cook 01763 247224.
Meets: Third Thursday of the month at 10am – 12pm noon.
Where: Mrs Howard Memorial Hall, Norton Way South, **Letchworth**, SG6 1NX.



Hertfordshire Partnership 
University NHS Foundation Trust

HPFT Carers Groups

Bishop's Stortford:

Contact: Leah Williams 07799 034470.
Meets: Last Thursday of the month 6pm – 8pm.
Where: Oxford House, London Road, **Bishop's Stortford**, CM23 3LA.

Cheshunt:

Contact: Arron or Lucy 01992 818600.
Meets: Second Wednesday of the month 6pm – 8pm.
Where: Holly Lodge, 45 Church Lane, **Cheshunt**, EN8 0DR.

Hatfield/Welwyn:

Contact: Roseanne House 01707 364000.
Meets: First Wednesday of the month 6pm – 7.30pm.
Where: United Reformed Church, Church Road, **Welwyn Garden City**, AL8 6PS.

St Albans:

Contact: Carers' Development Lead on 07909 930414.
Meets: Second Monday of the month 7pm – 9pm.
Where: 99 Waverley Road, St Albans, AL3 5TL.